Michigan Department of Health & Human Services

RICK SNYDER, GOVERNOR | NICK LYON, DIRECTOR

MILogin-Home Help Forgot Password & User ID Instructions

"Working to protect, preserve and promote the health and safety of the people of Michigan by listening, communicating and educating our providers, in order to effectively resolve issues and enable providers to find solutions within our industry. We are committed to establishing customer trust and value by providing a quality experience the first time, every time."

-Provider Relations

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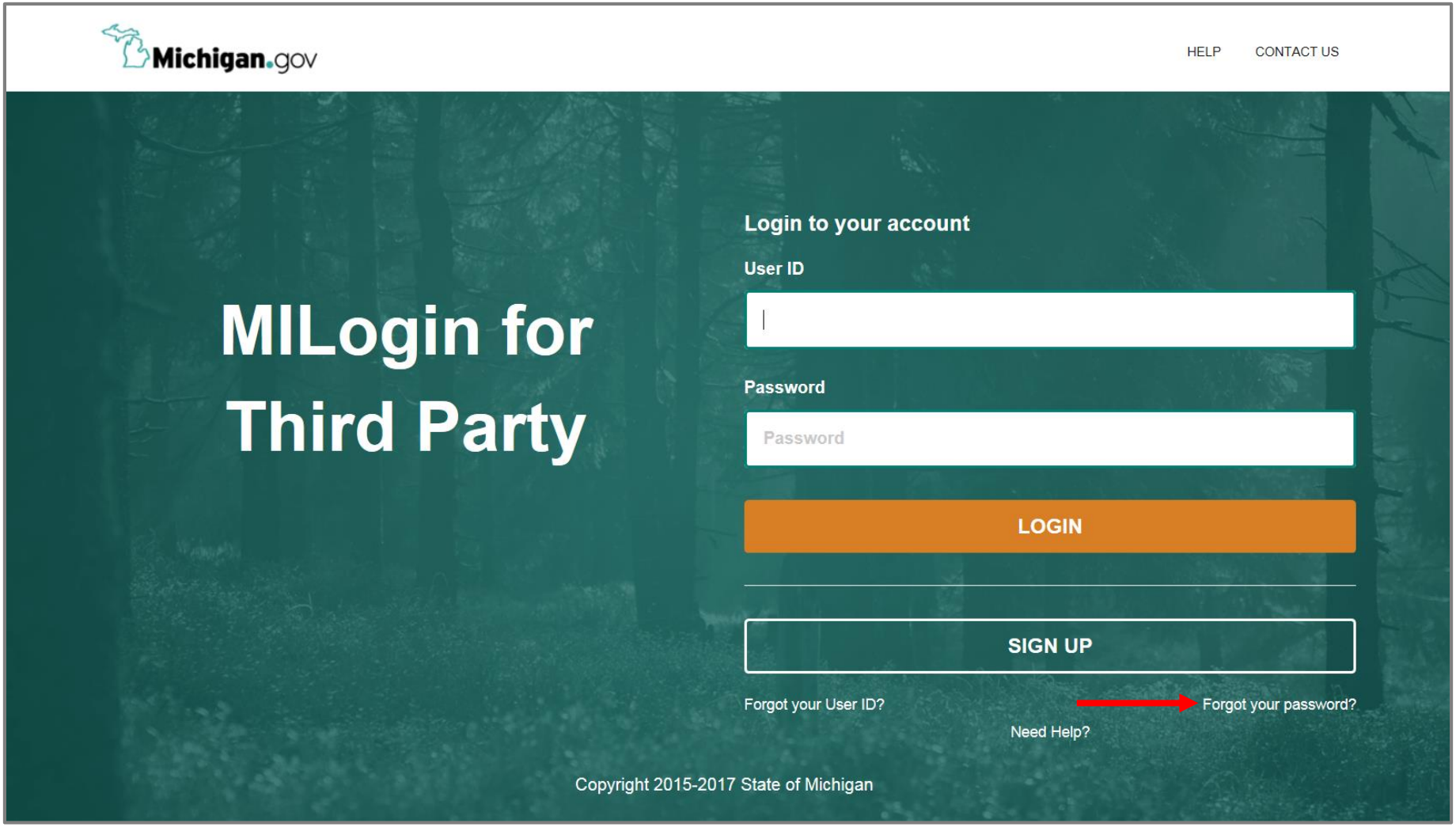
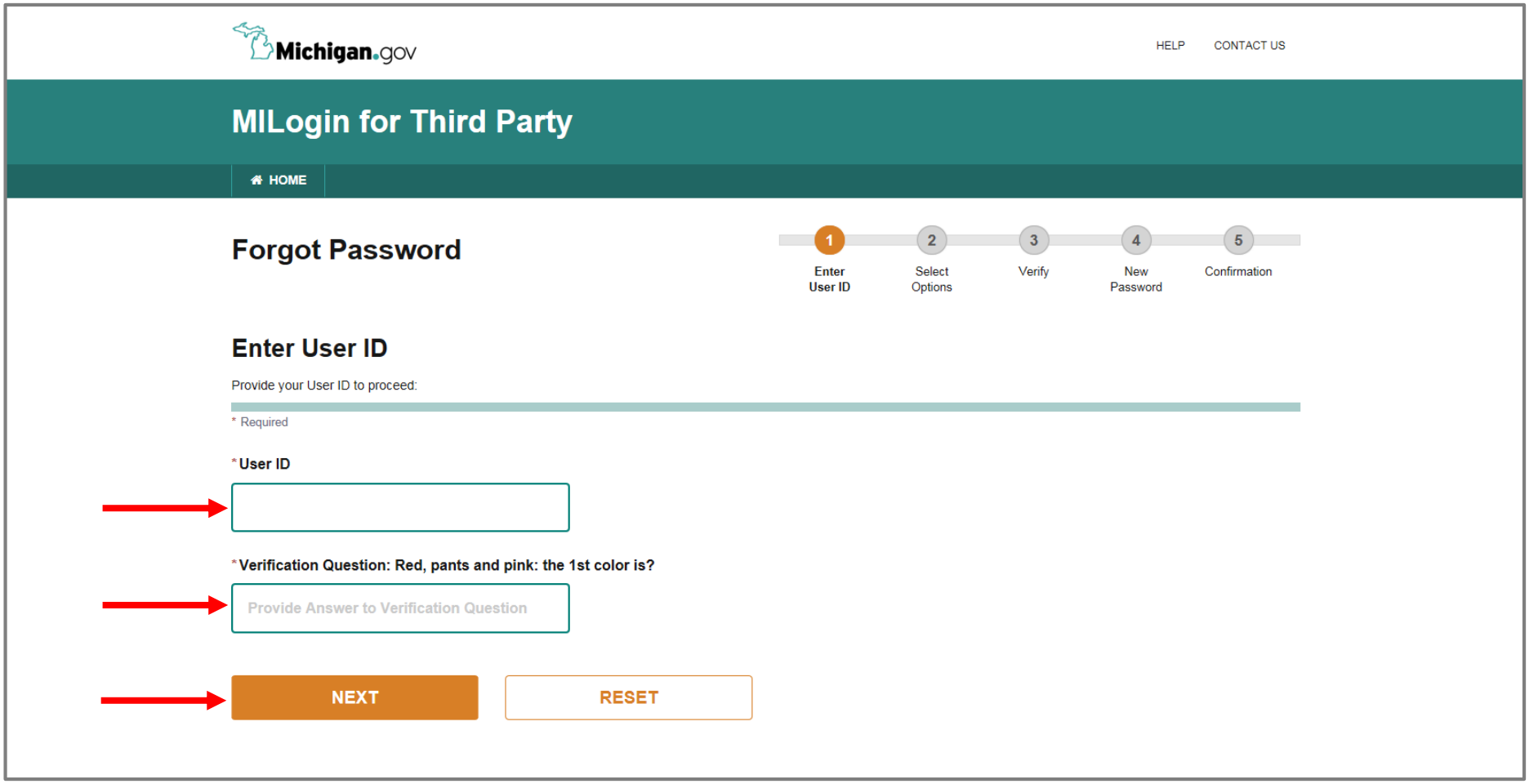
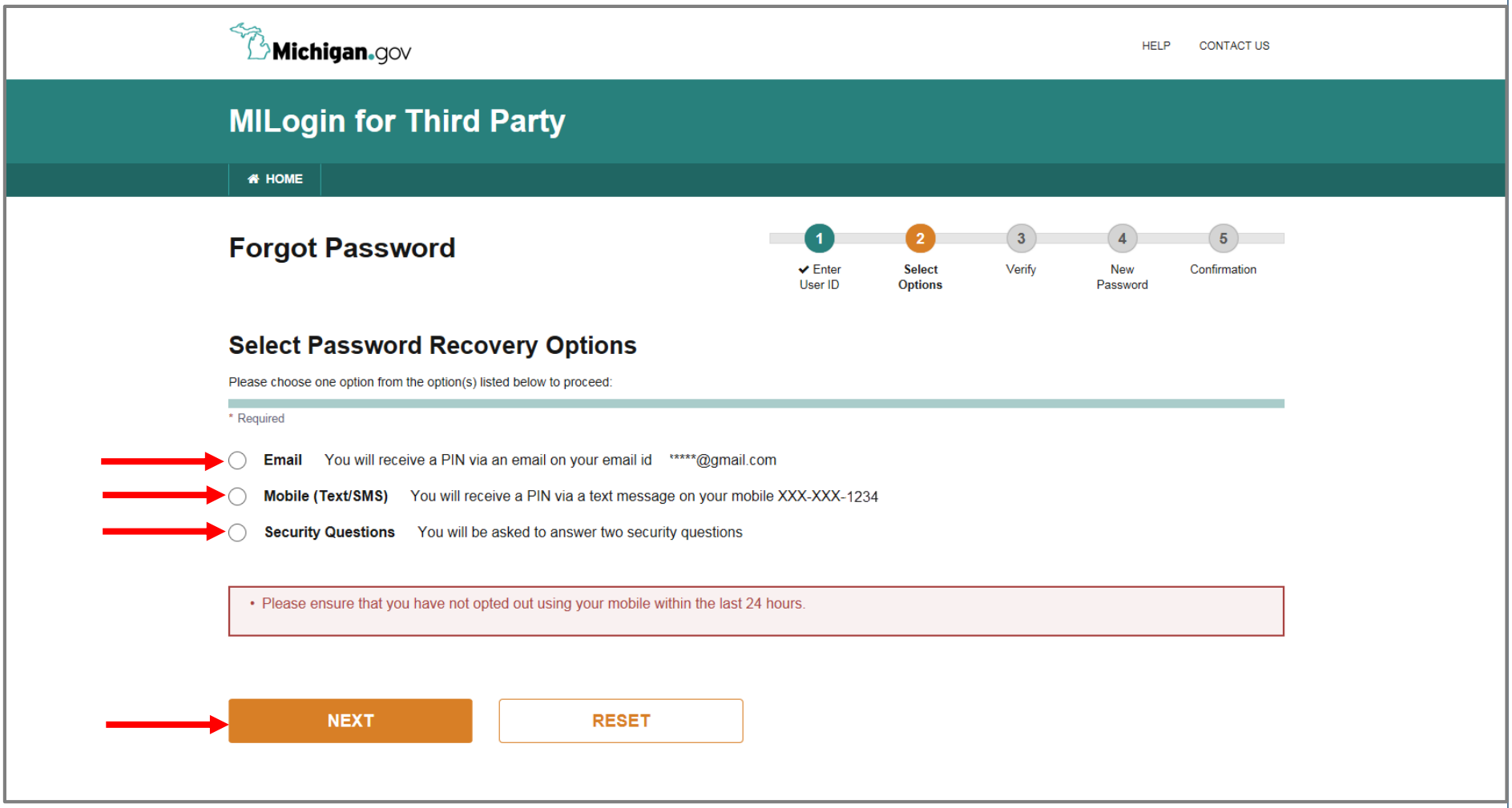
  - Recovery Method (slides 39-49)
- Provider Resources



- Open your web browser (e.g. Internet Explorer, Google Chrome, Mozilla Firefox, etc.)
- Enter https://milogintp.Michigan.gov into the search bar
- Enter the User ID
- Click Forgot your password?

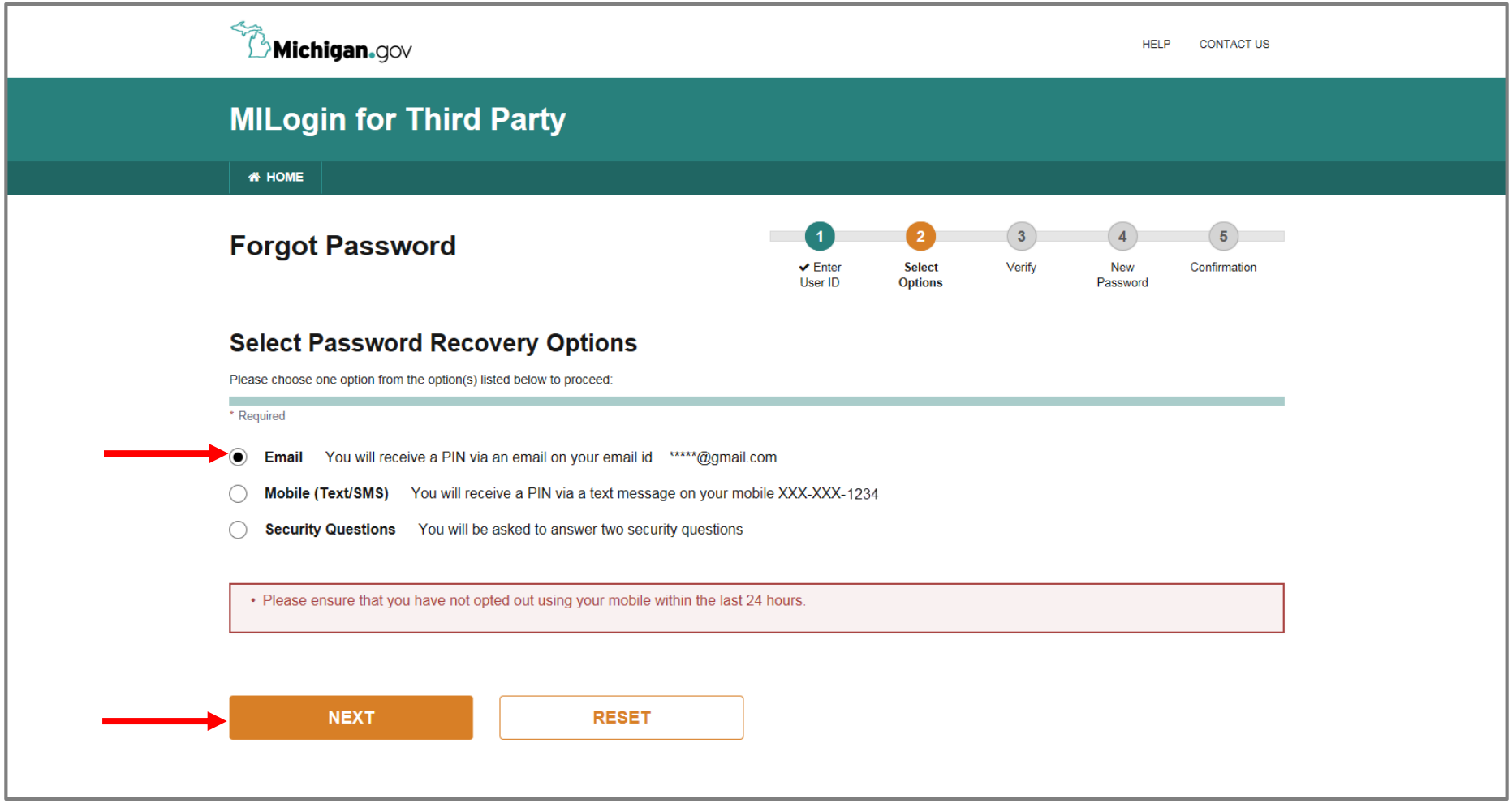


- Enter the User ID
- Answer the verification question
- Click Next

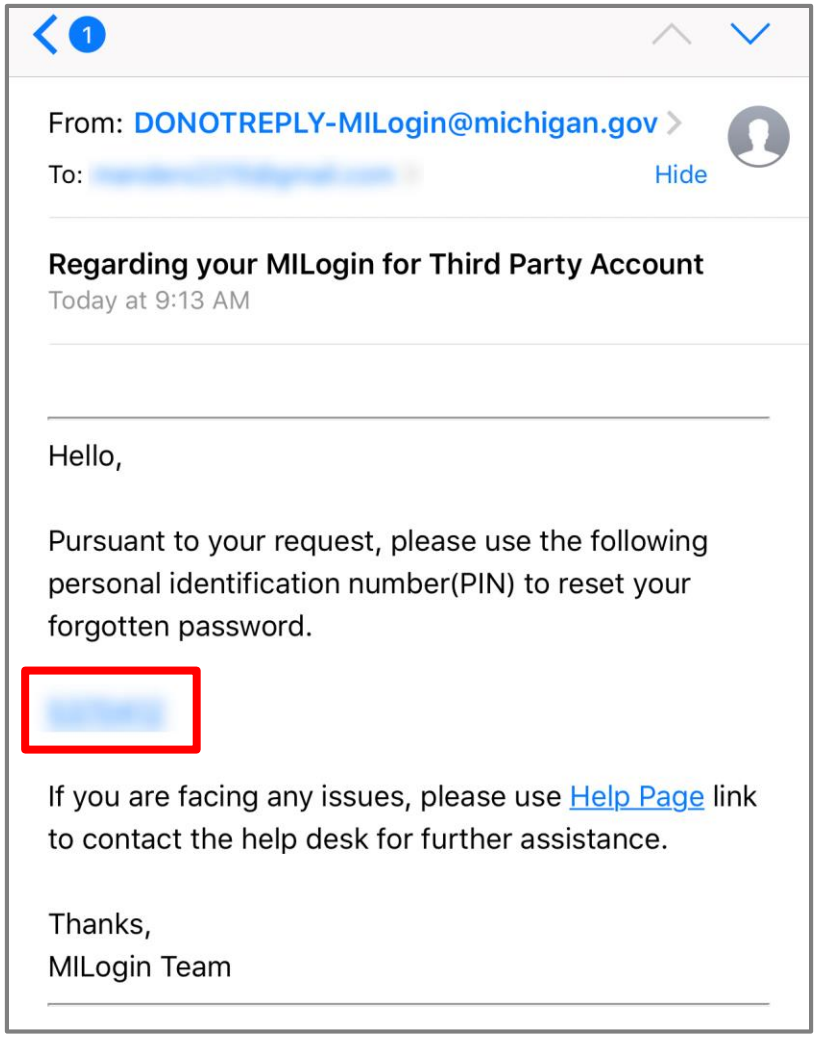


- Select the password recovery option
  - Please note: Recovery options displayed will be based upon options selected when the MILogin account was created

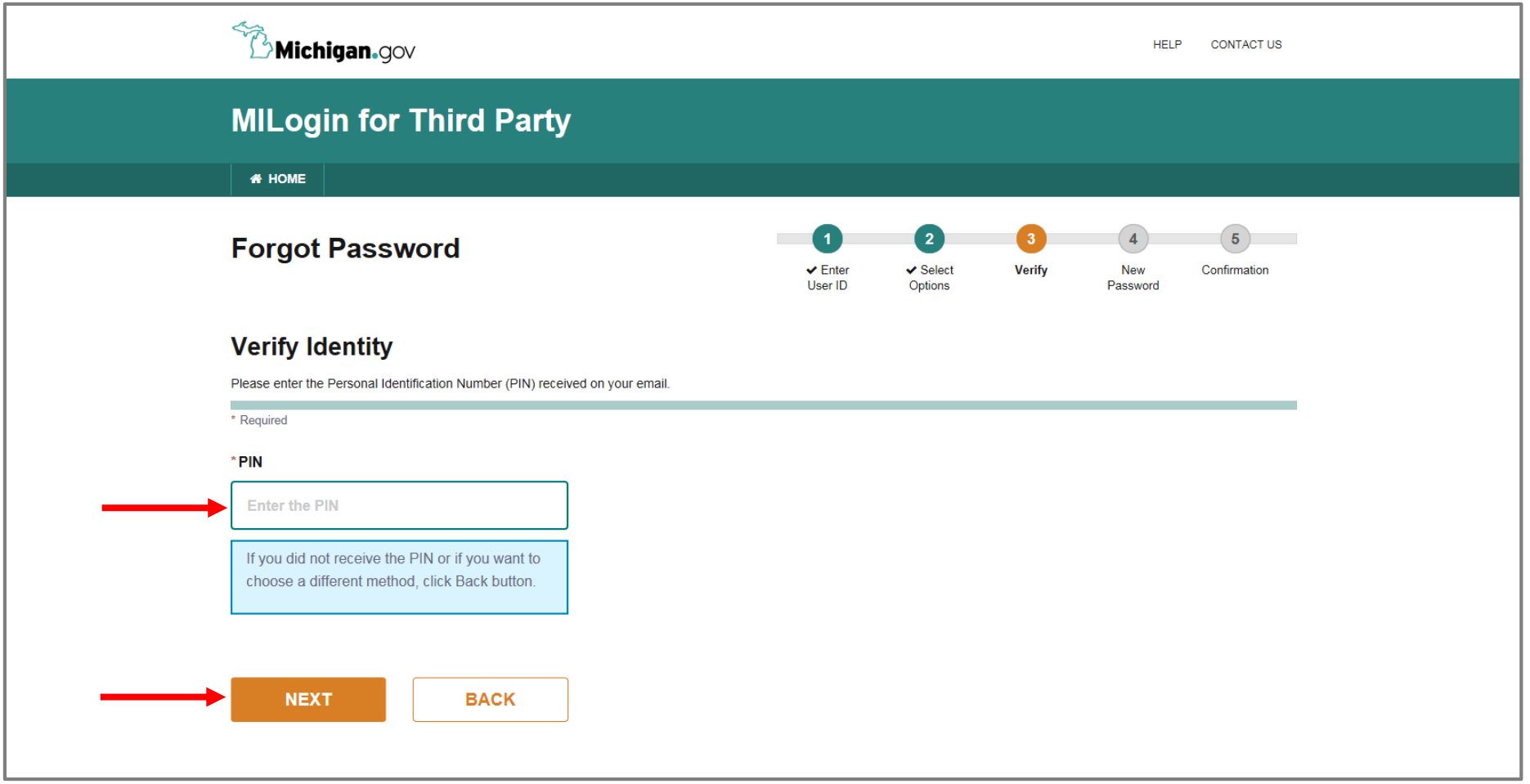
Email Method



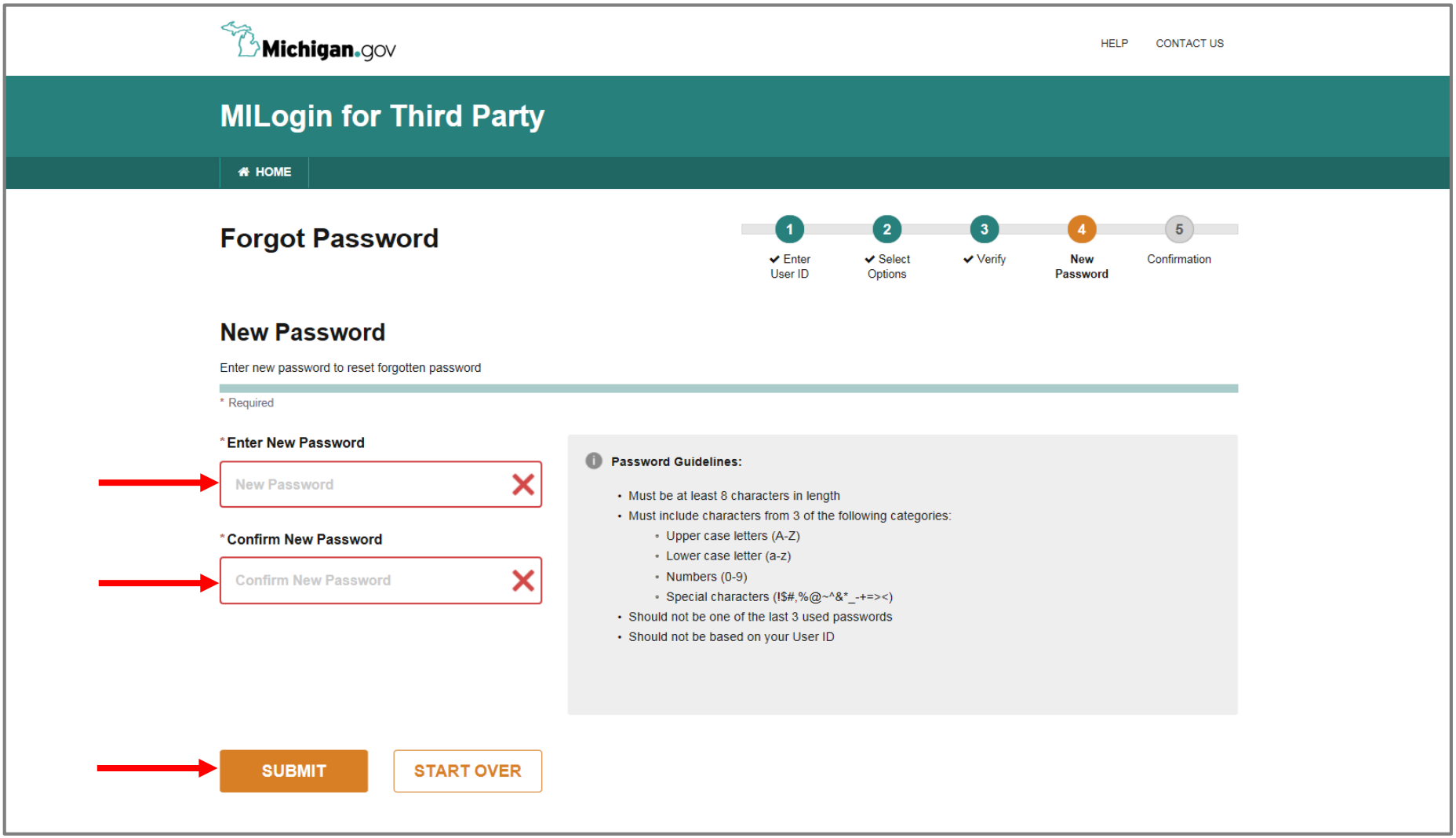
- Select the Email option
- A PIN will be sent to the email address on file for the MILogin account
- Click Next



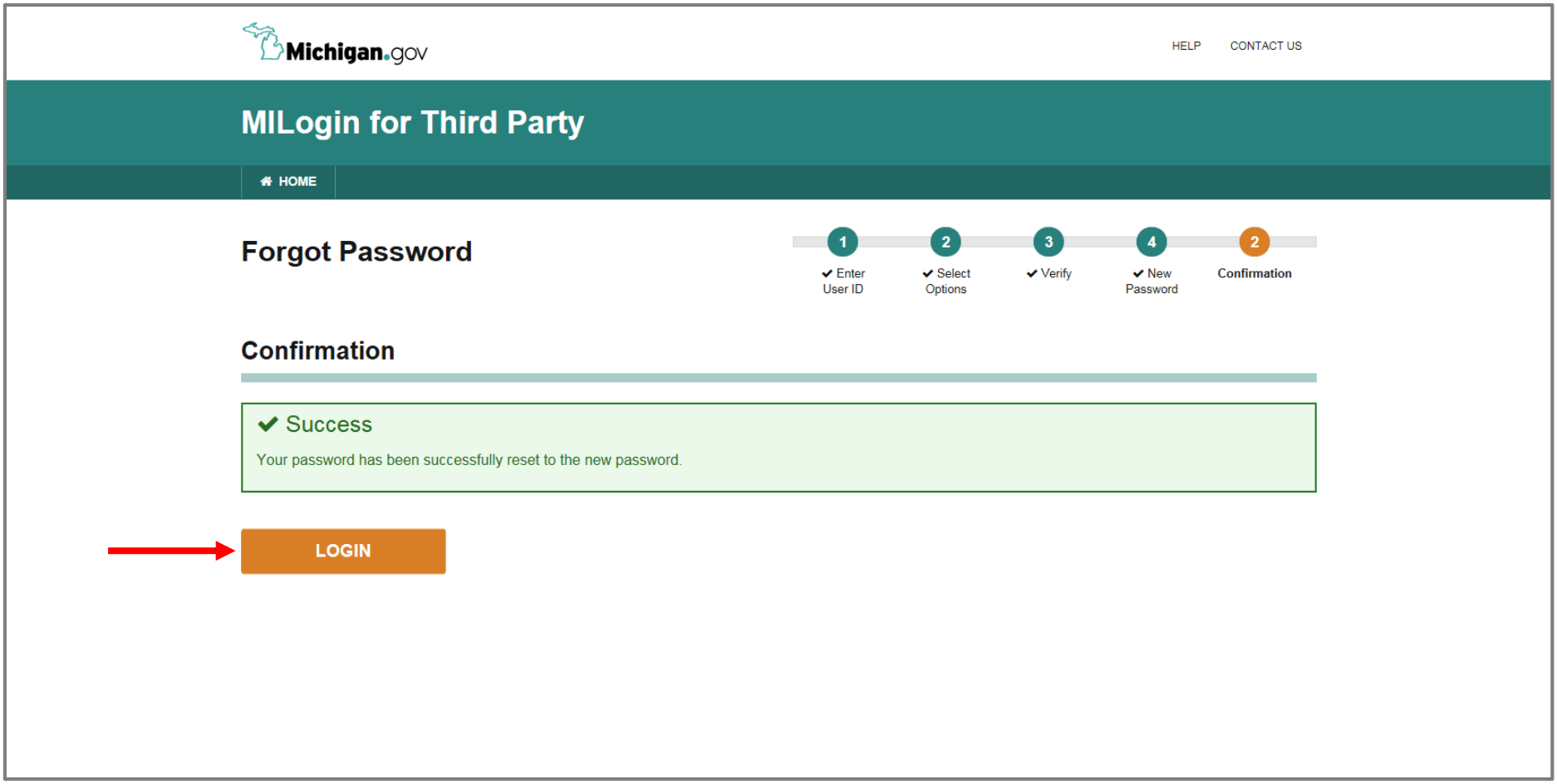
- This is a sample email sent including the PIN



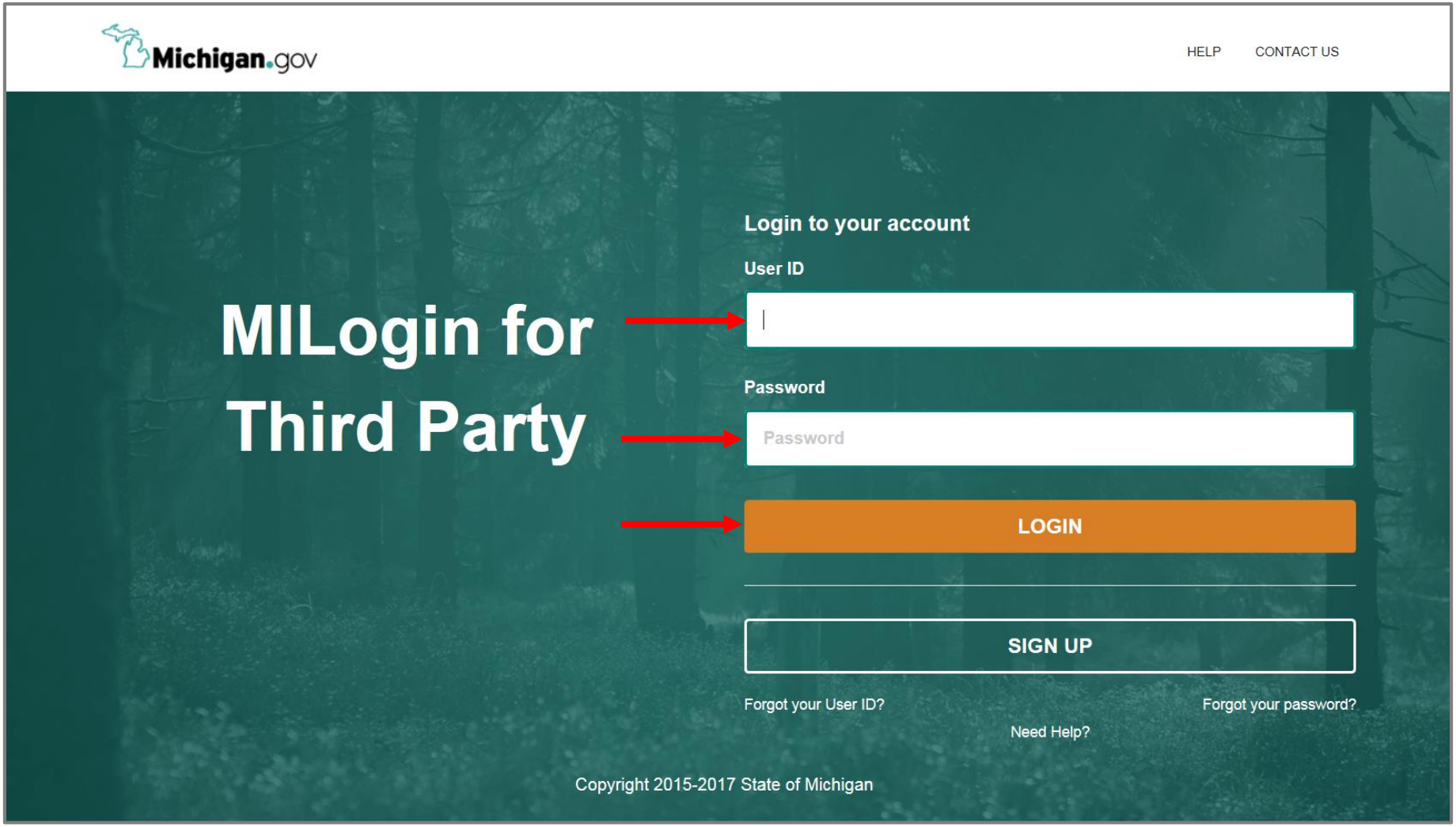
- Enter PIN
- Click Next



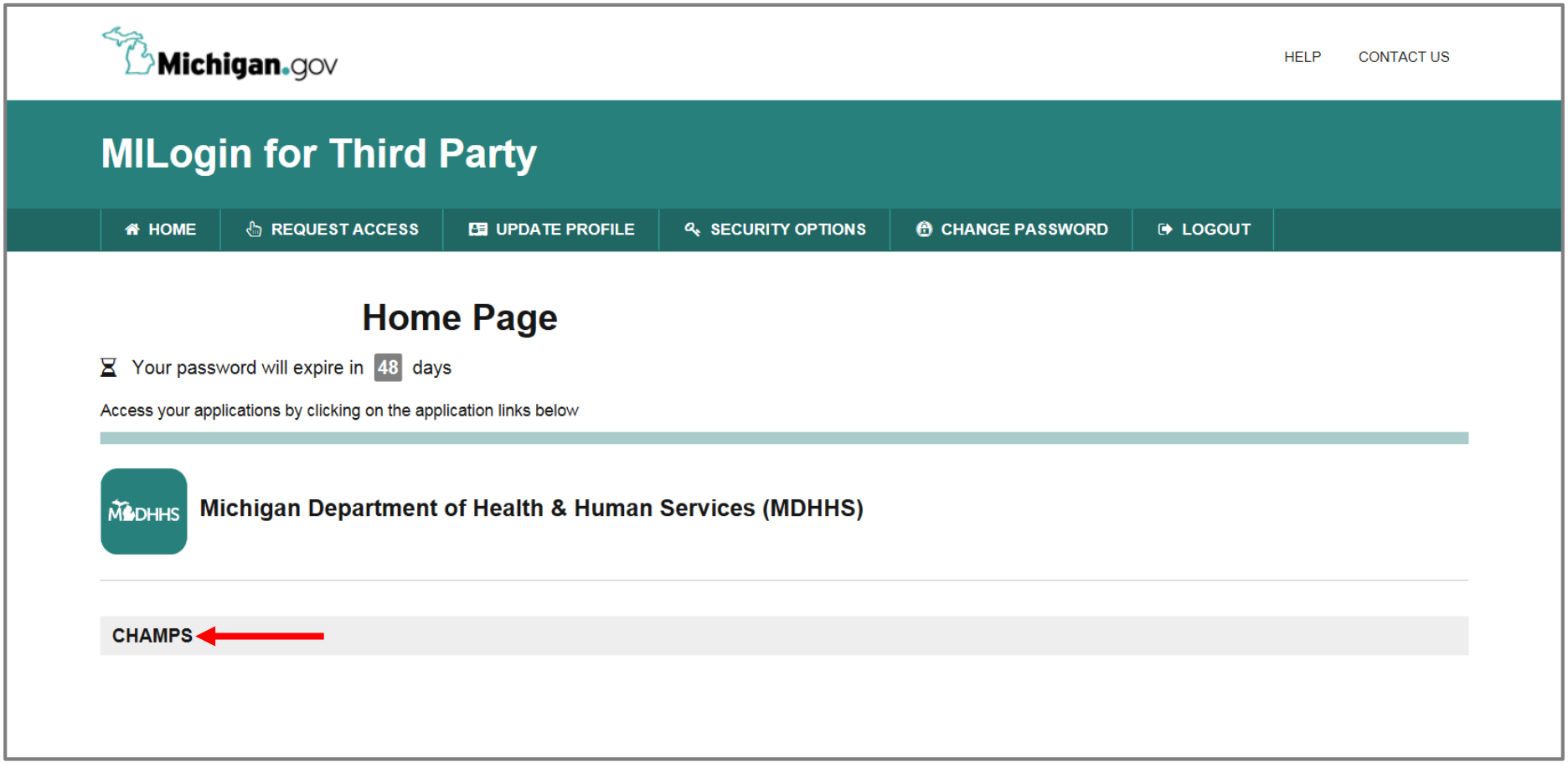
- Enter a new password following the password guidelines
- Click Submit
  - Please note: an error message will appear if the password entered has been the same password used within the last three passwords



- The password has been reset
- Click Login to return to the MILogin page

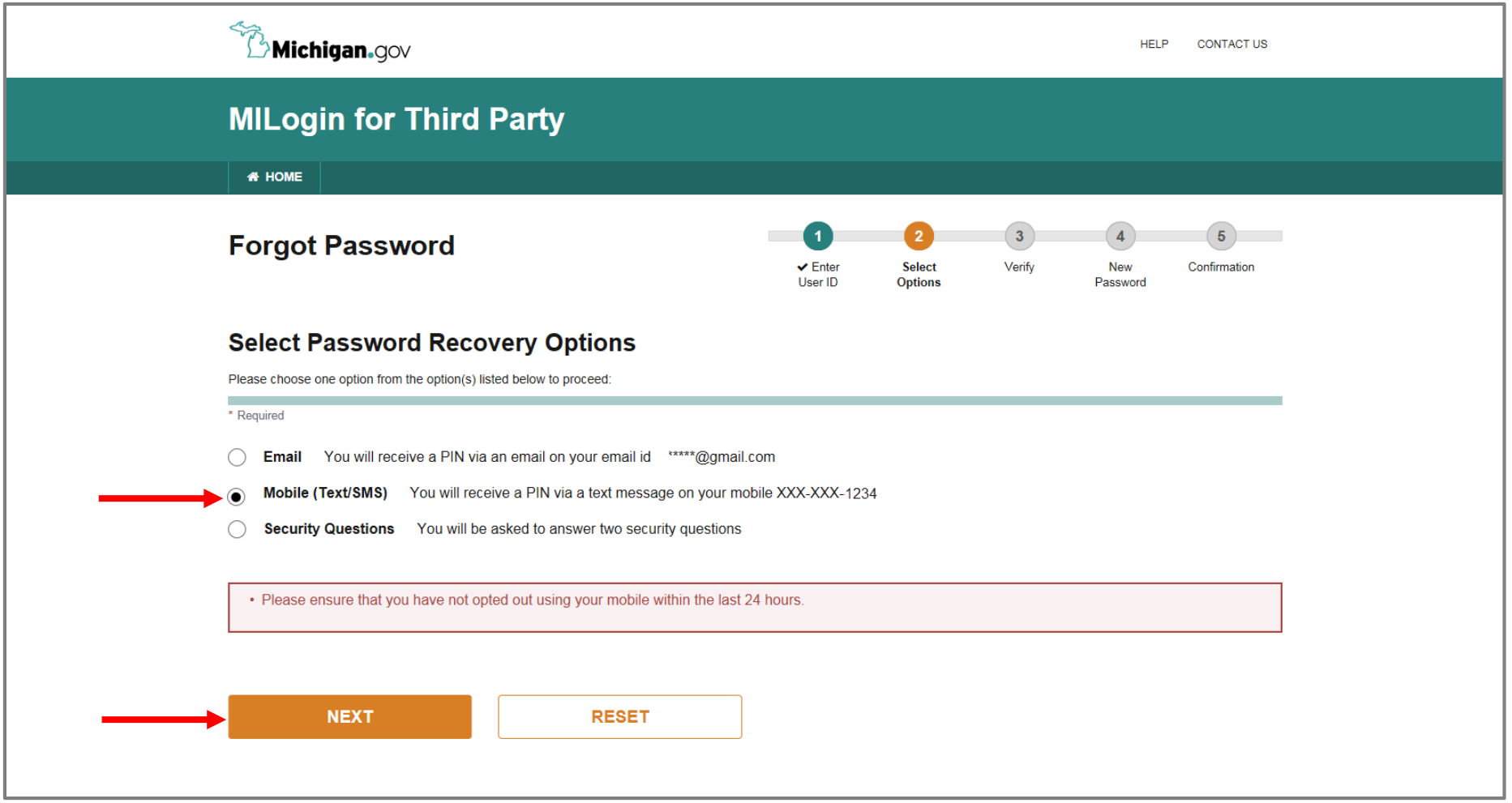


- Enter your user ID and newly created password
- Click Login

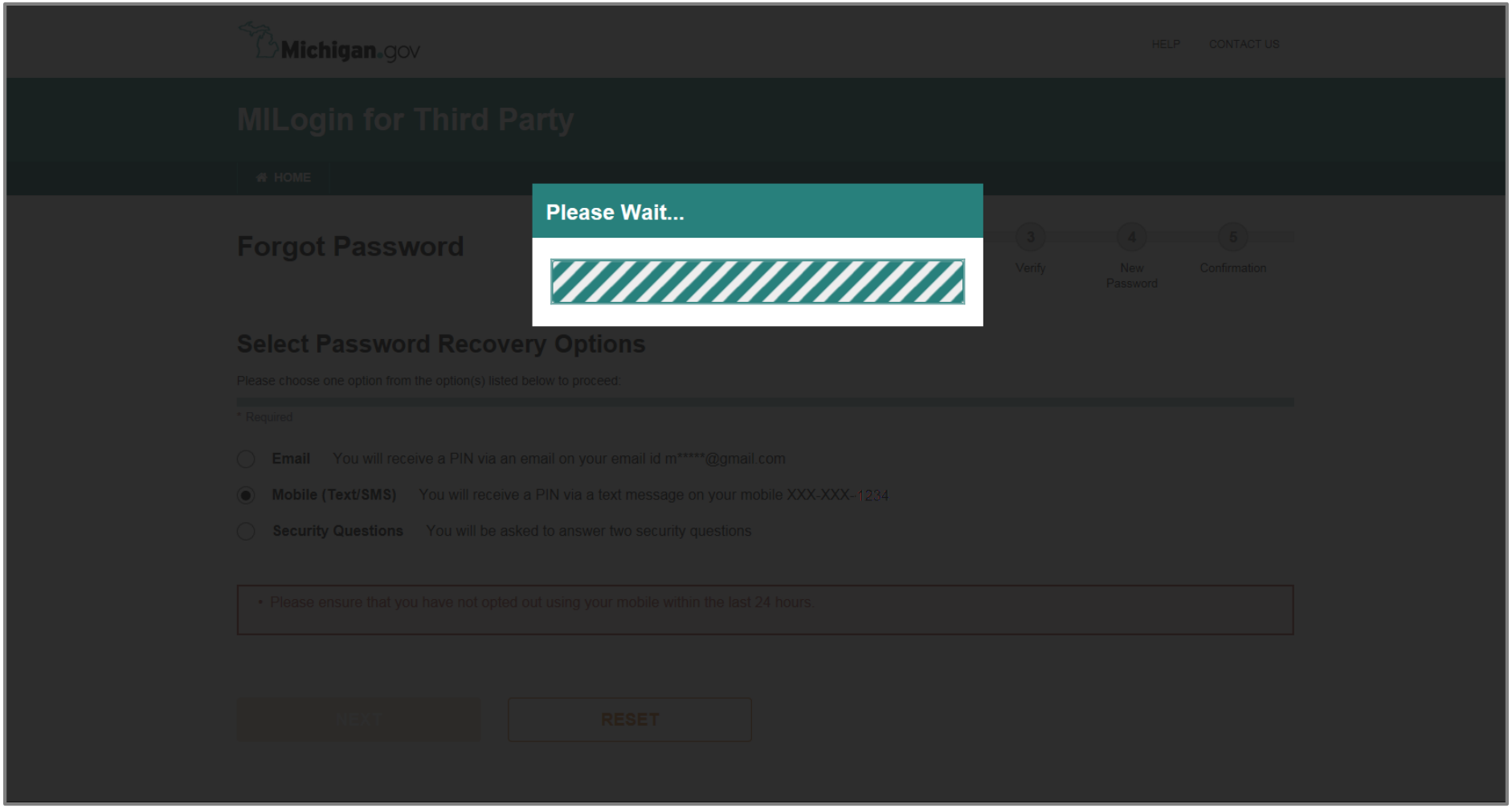


- You will be directed to your MILogin Home Page
- Click CHAMPS

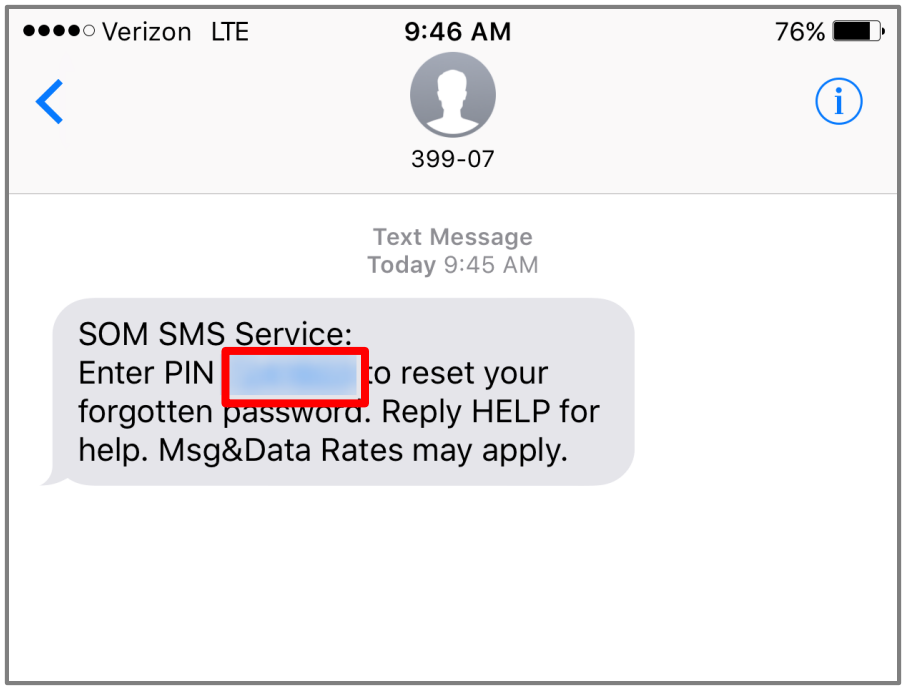
Mobile Method



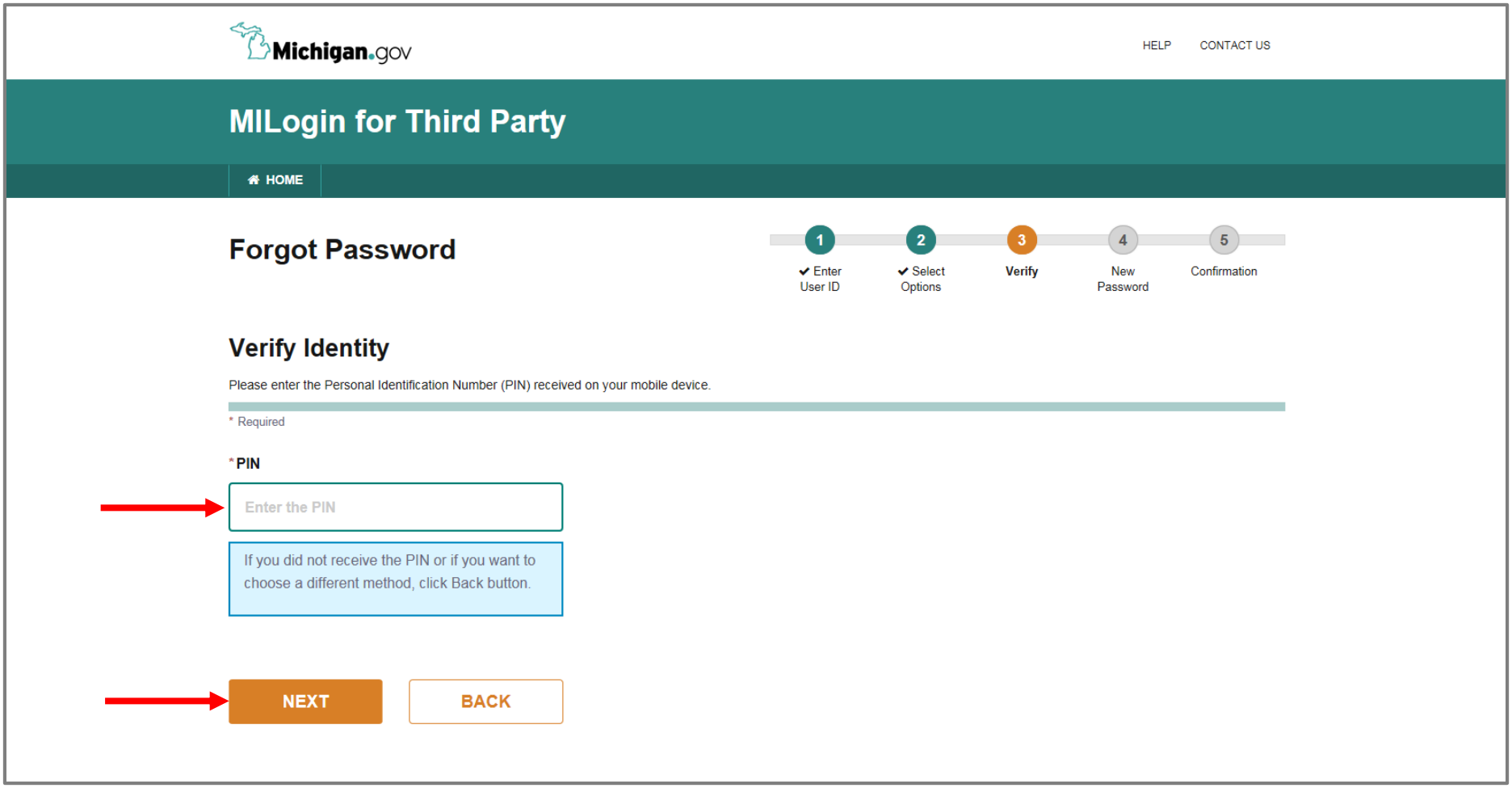
- Select the Mobile option to send a text message to the mobile number on file
- Click Next



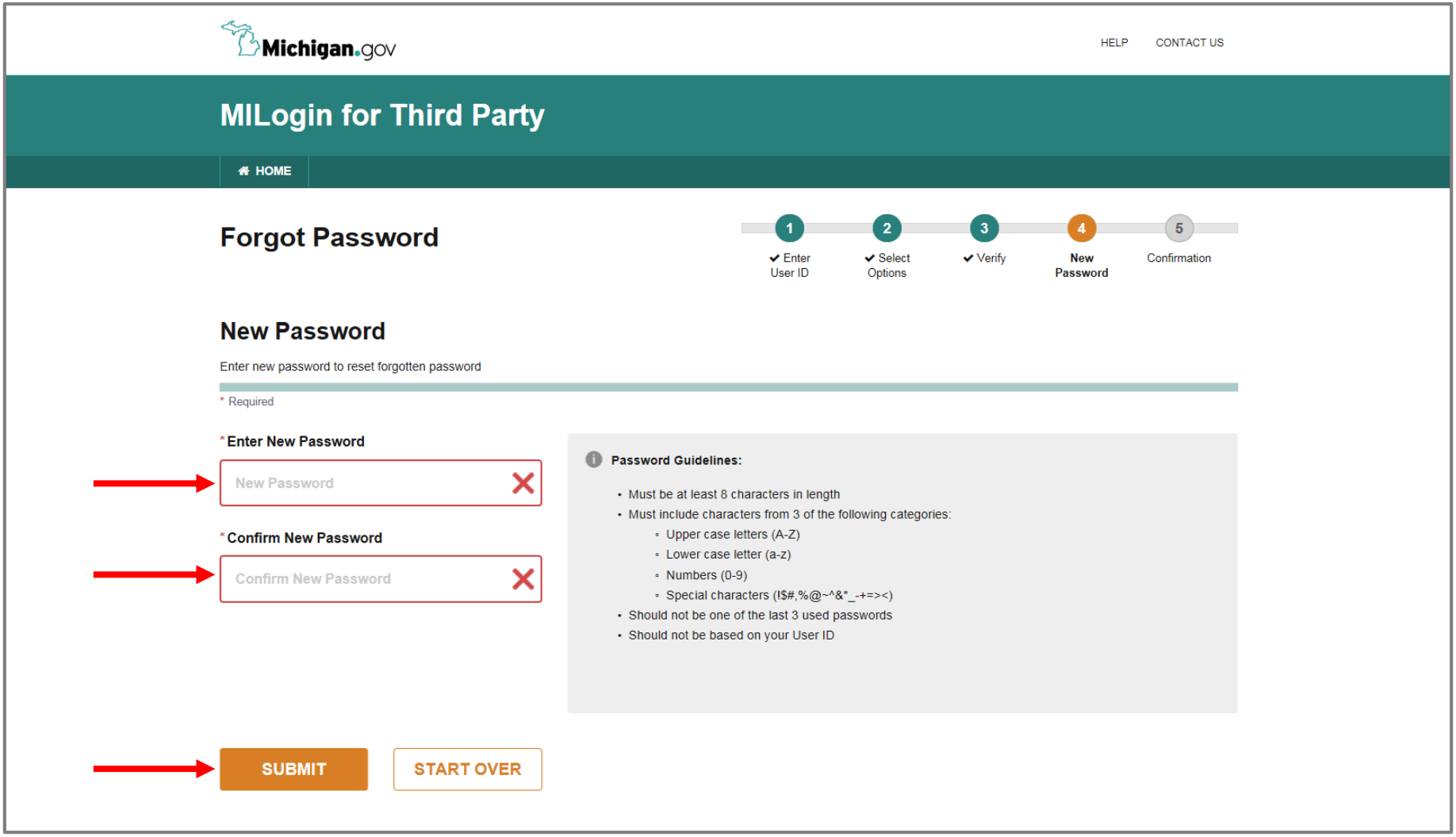
- After clicking next the text message will be sent



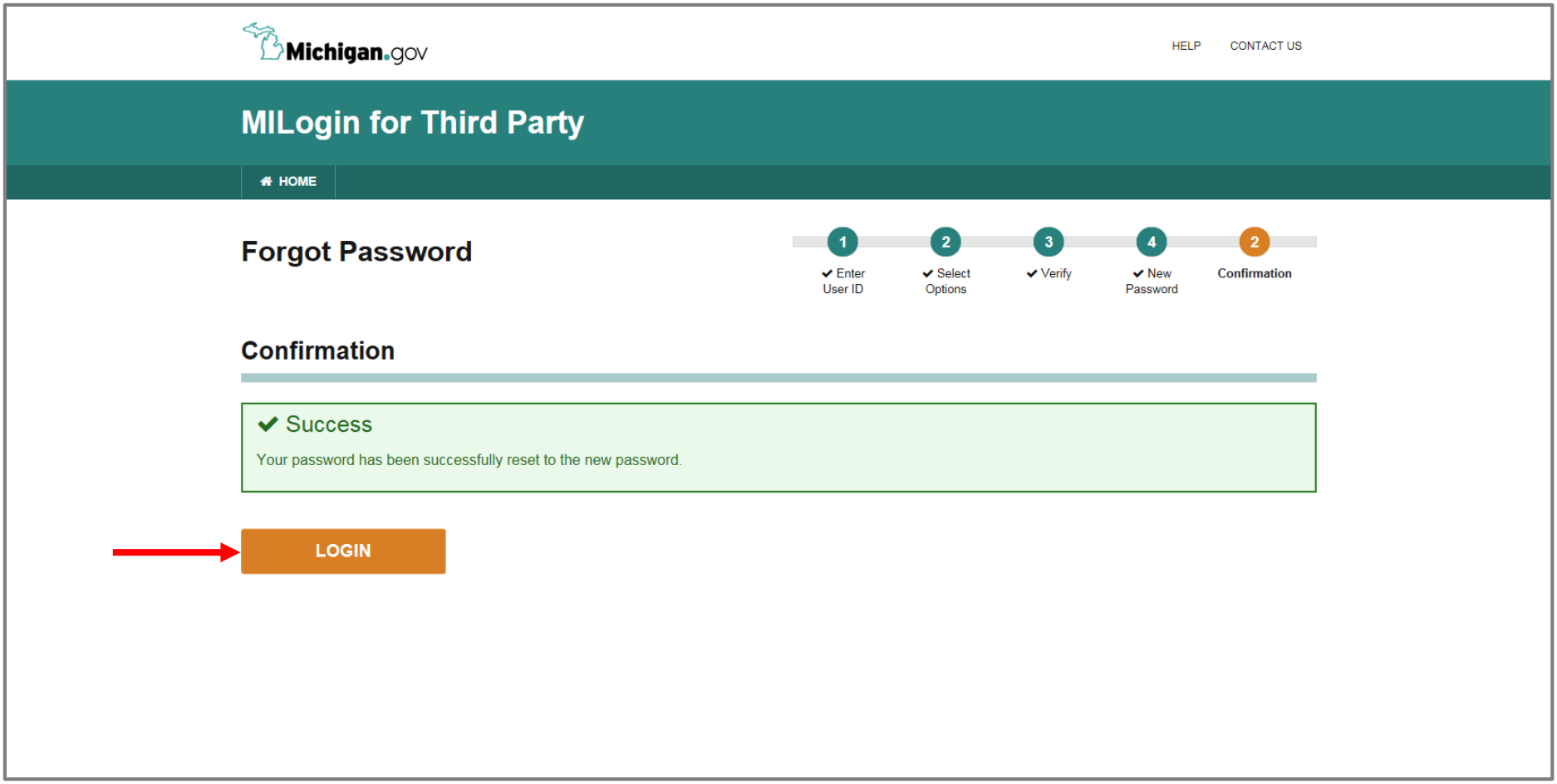
- This is a sample text message that will include the PIN number



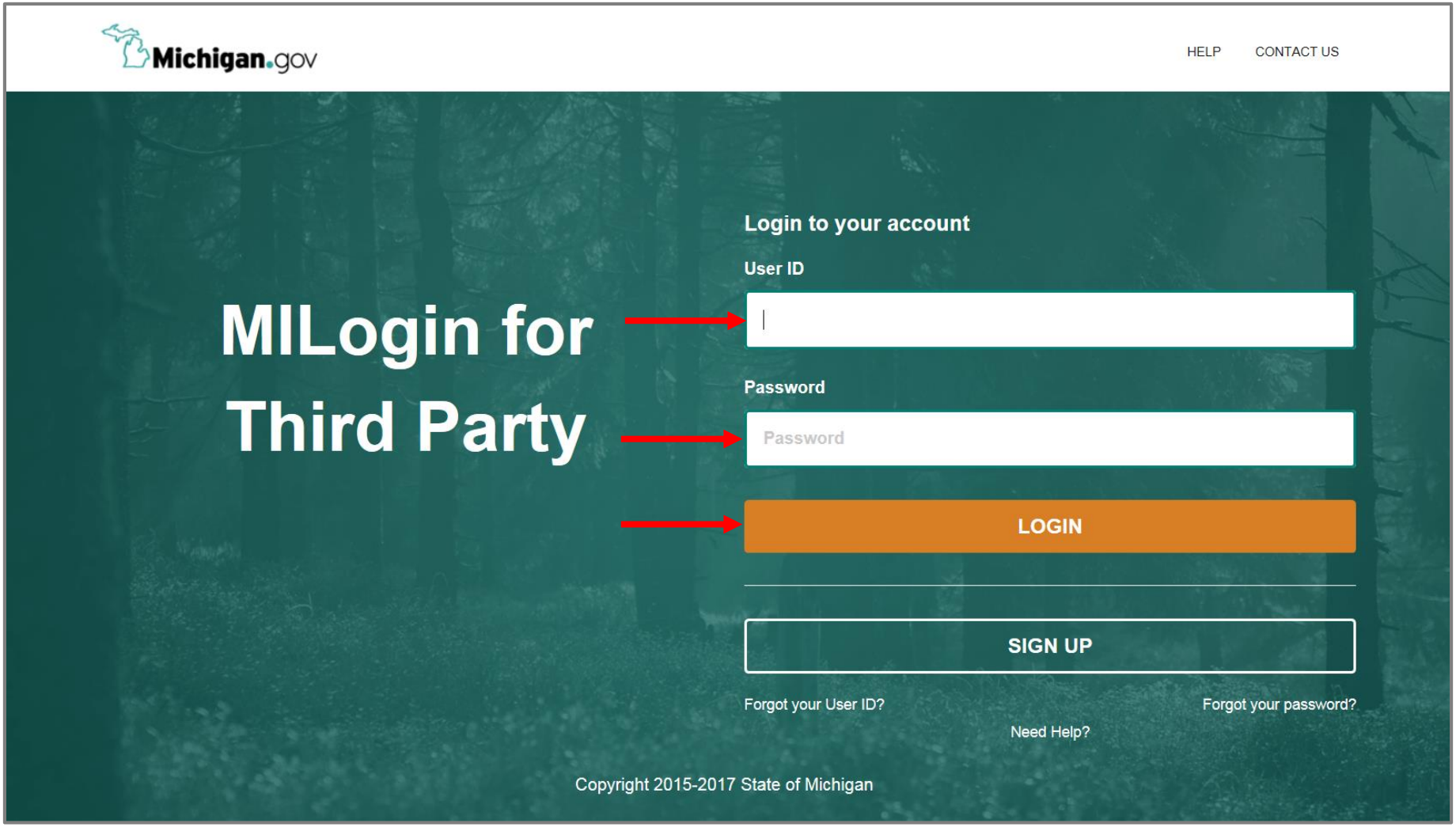
- Enter PIN number from the text message
- Click Next



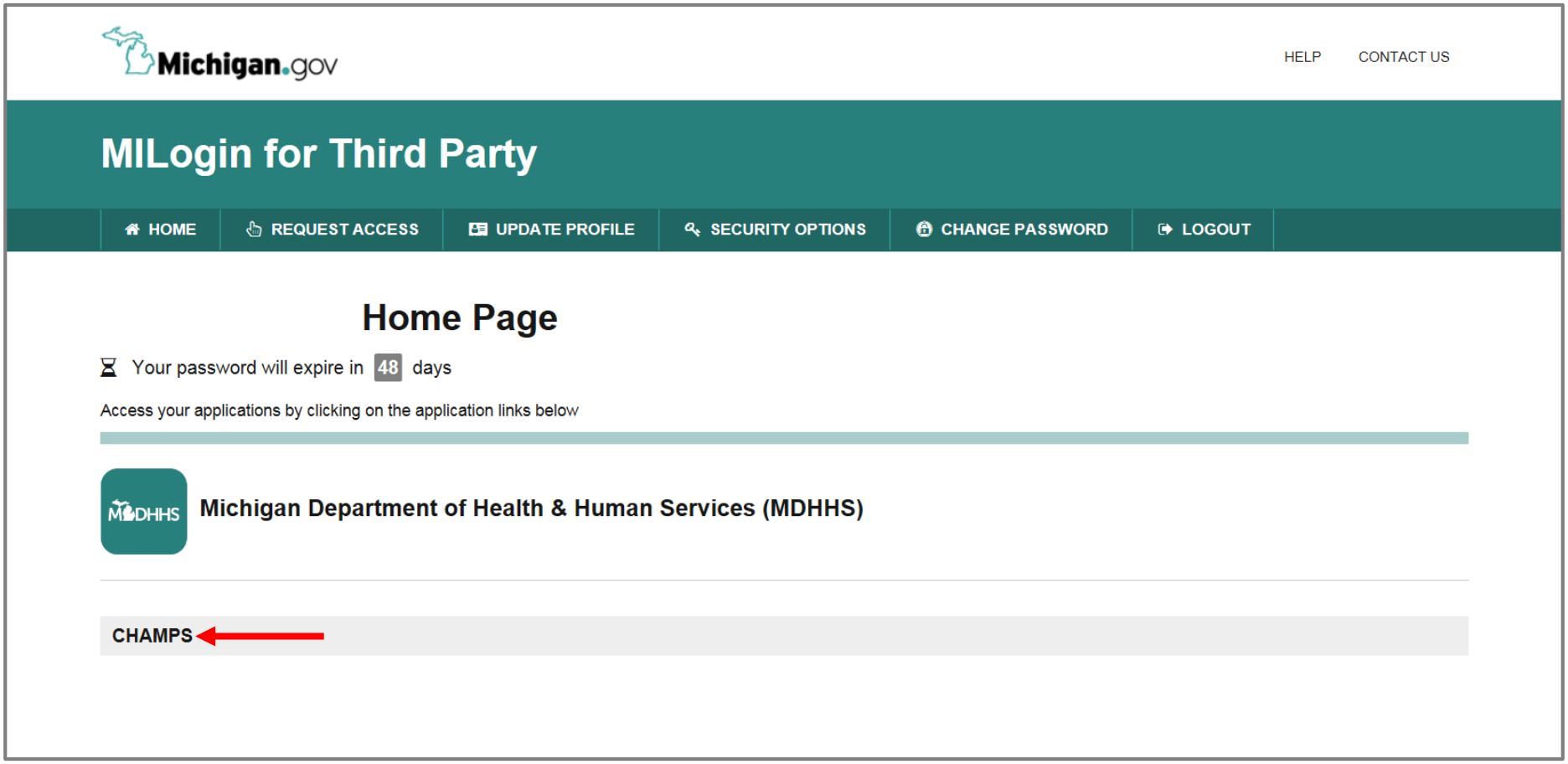
- Enter a new password following the password guidelines
- Click Submit
  - Please note: an error message will appear if the password entered has been the same password used within the last three passwords



- The password has been reset
- Click Login to return to the MILogin page



- Enter your user ID and newly created password
- Click Login



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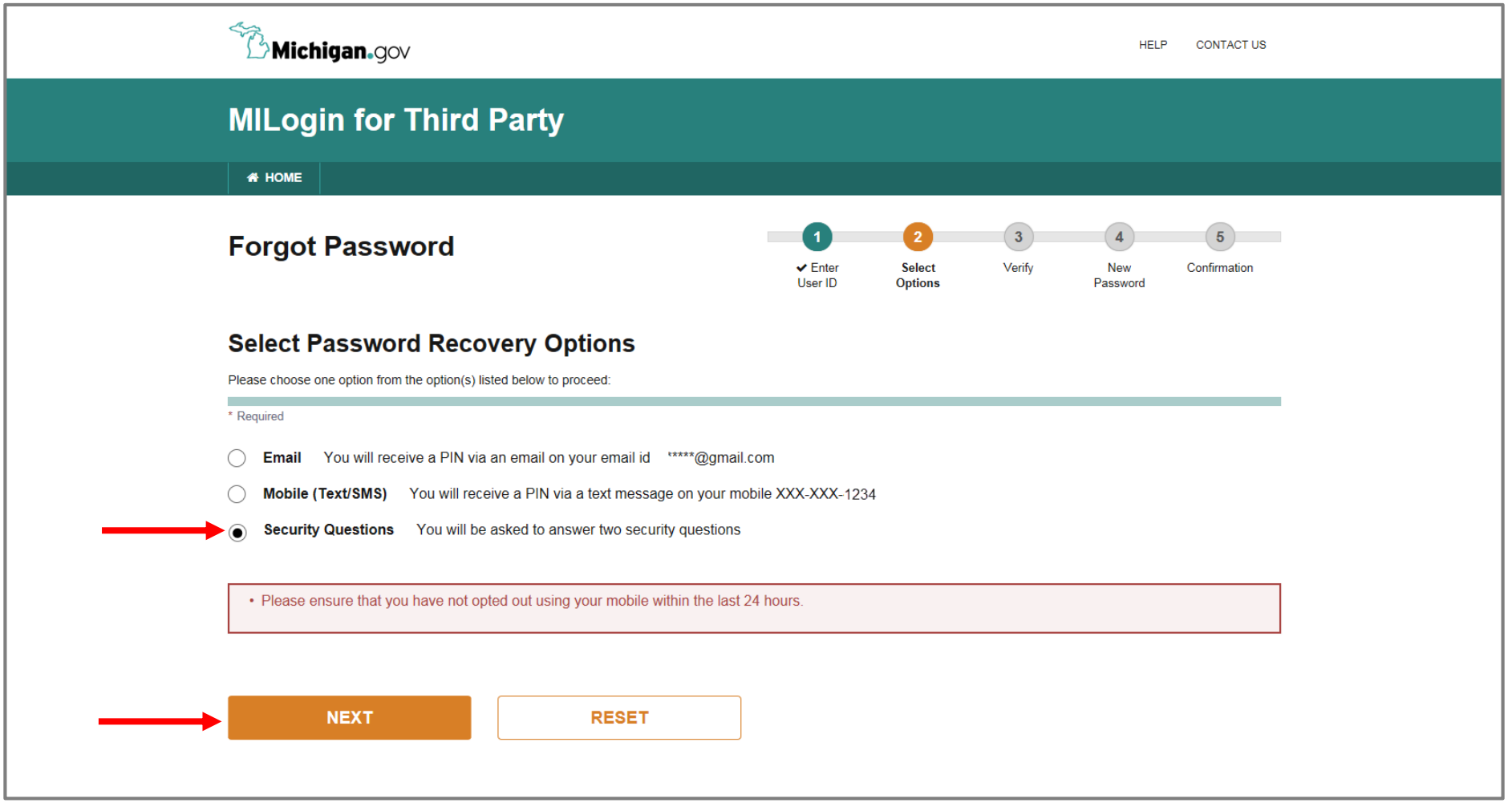
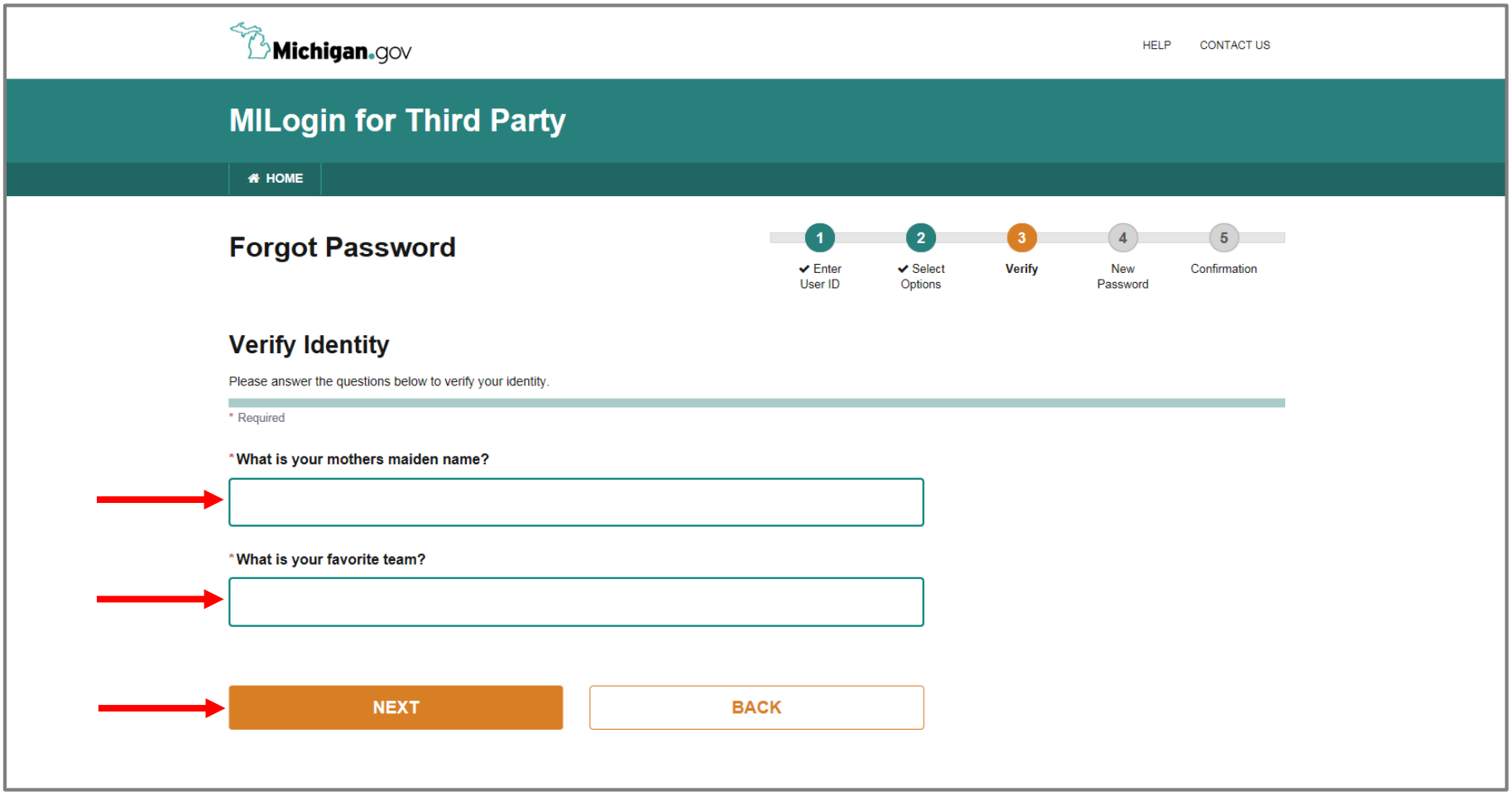
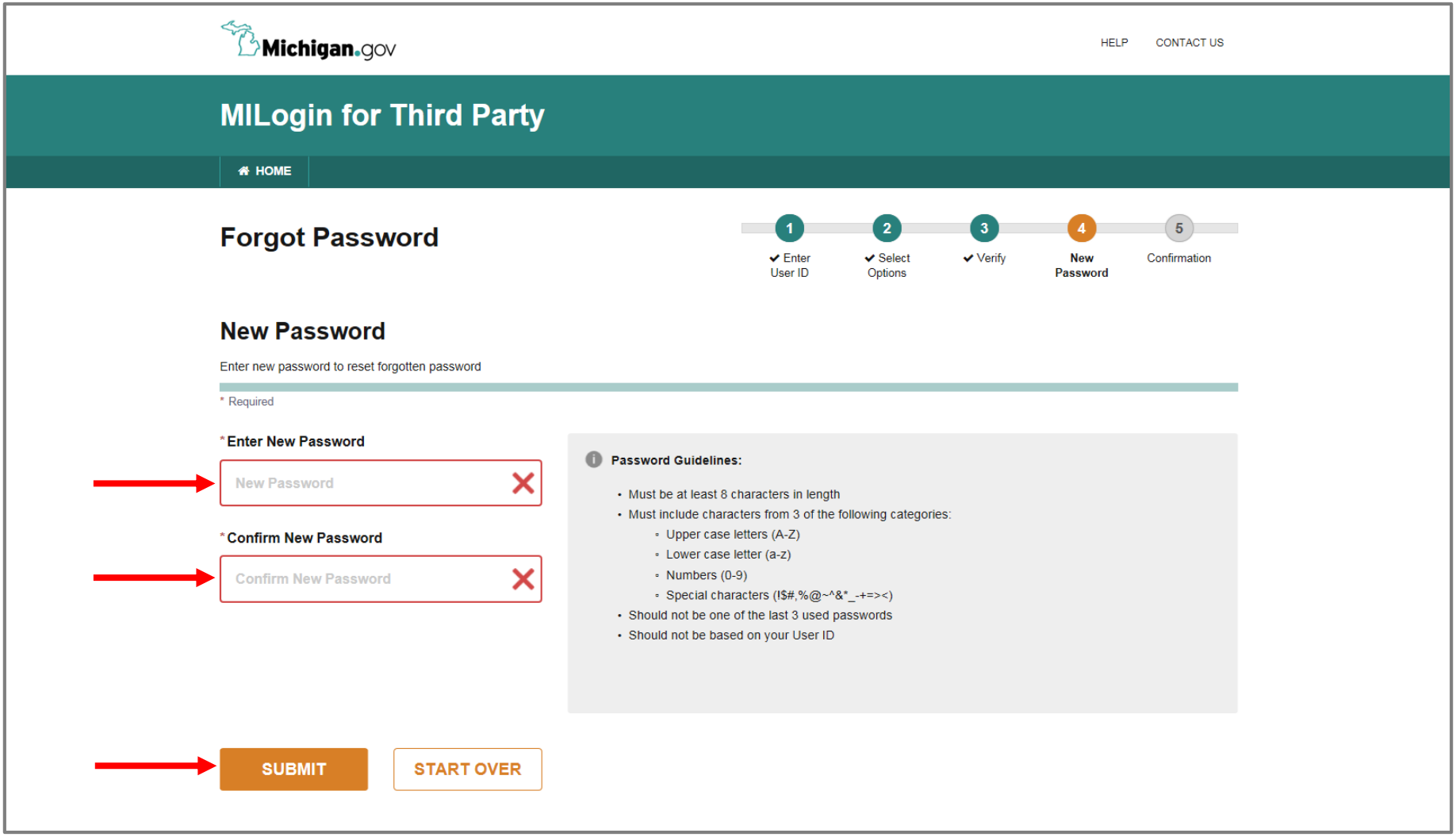
Security Questions Method



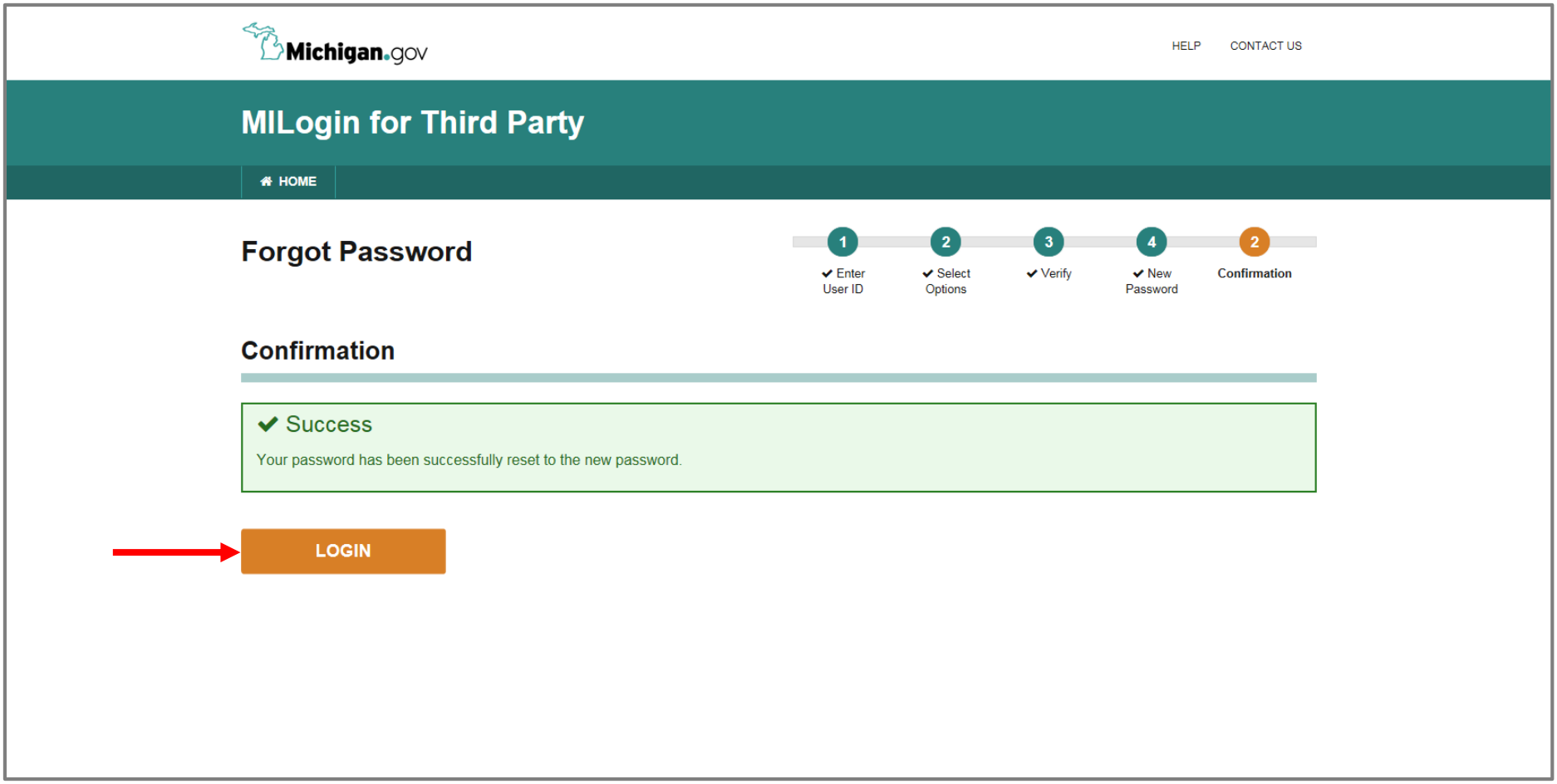
- Select the security questions option to answer already selected security questions
- Click Next



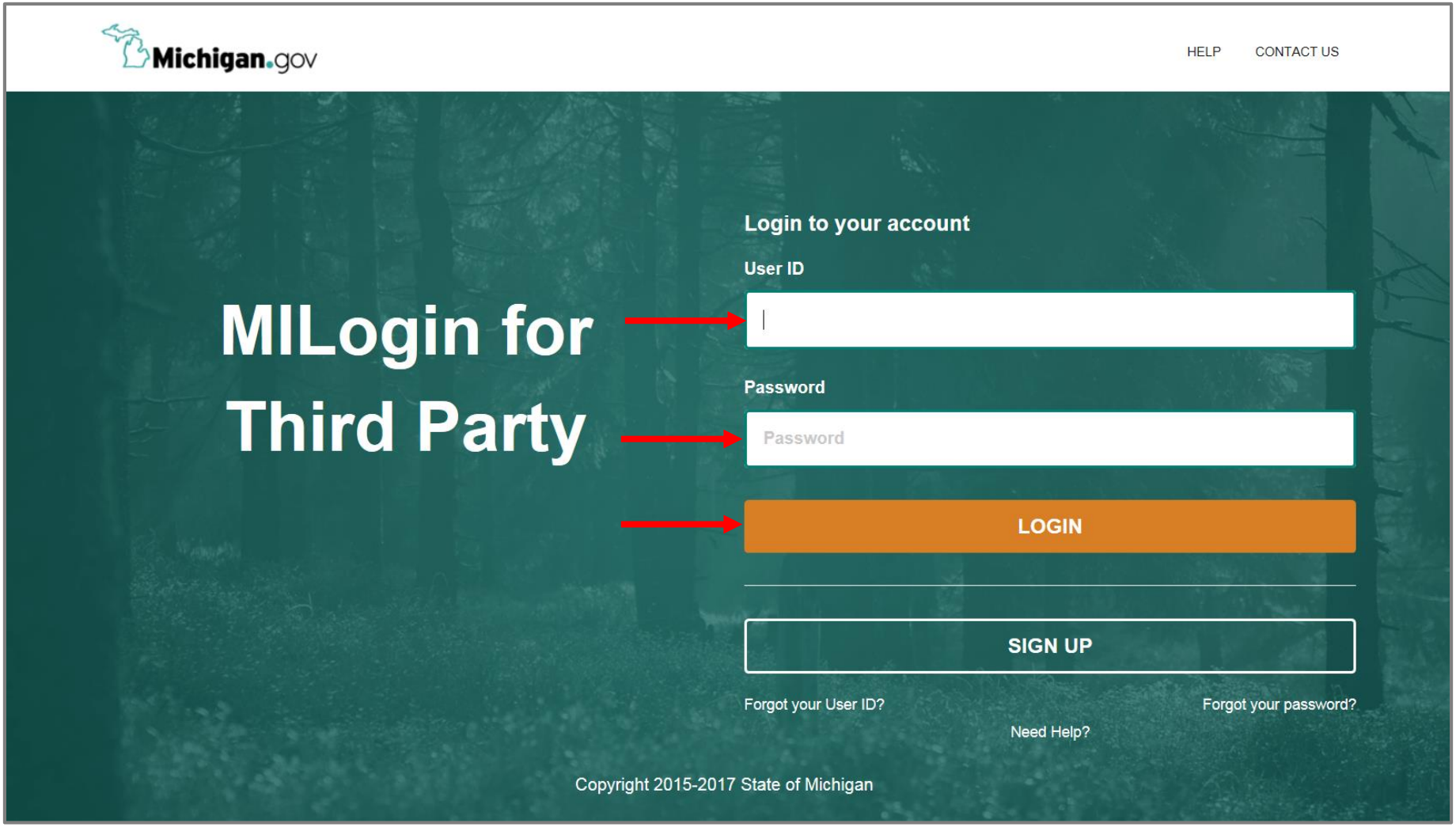
- Enter the answers
- Click Next



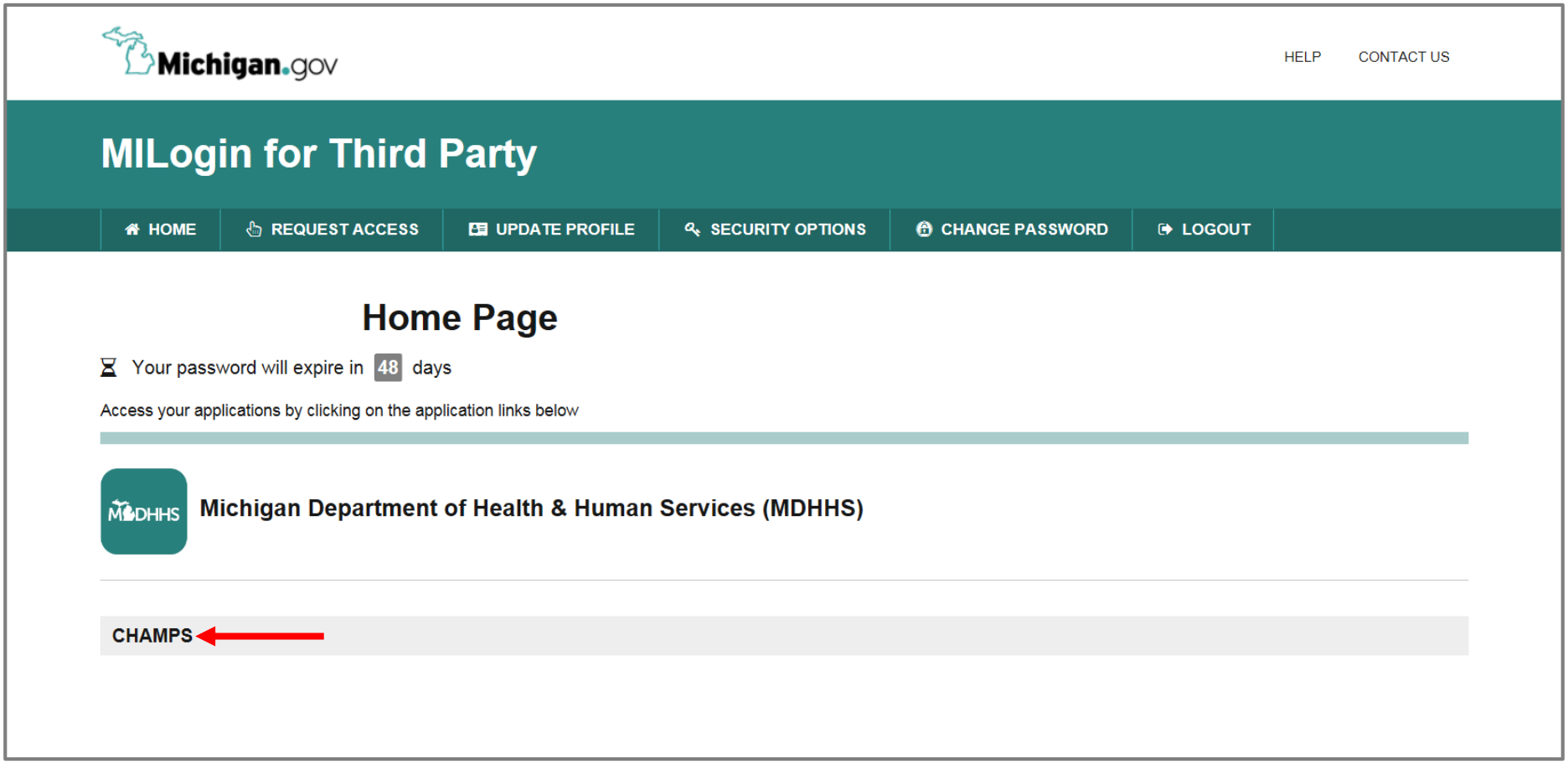
- Enter a new password following the password guidelines
- Click submit
  - Please note: an error message will appear if the password entered has been the same password used within the last three passwords



- The password has been reset
- Click Login to return to the MILogin page

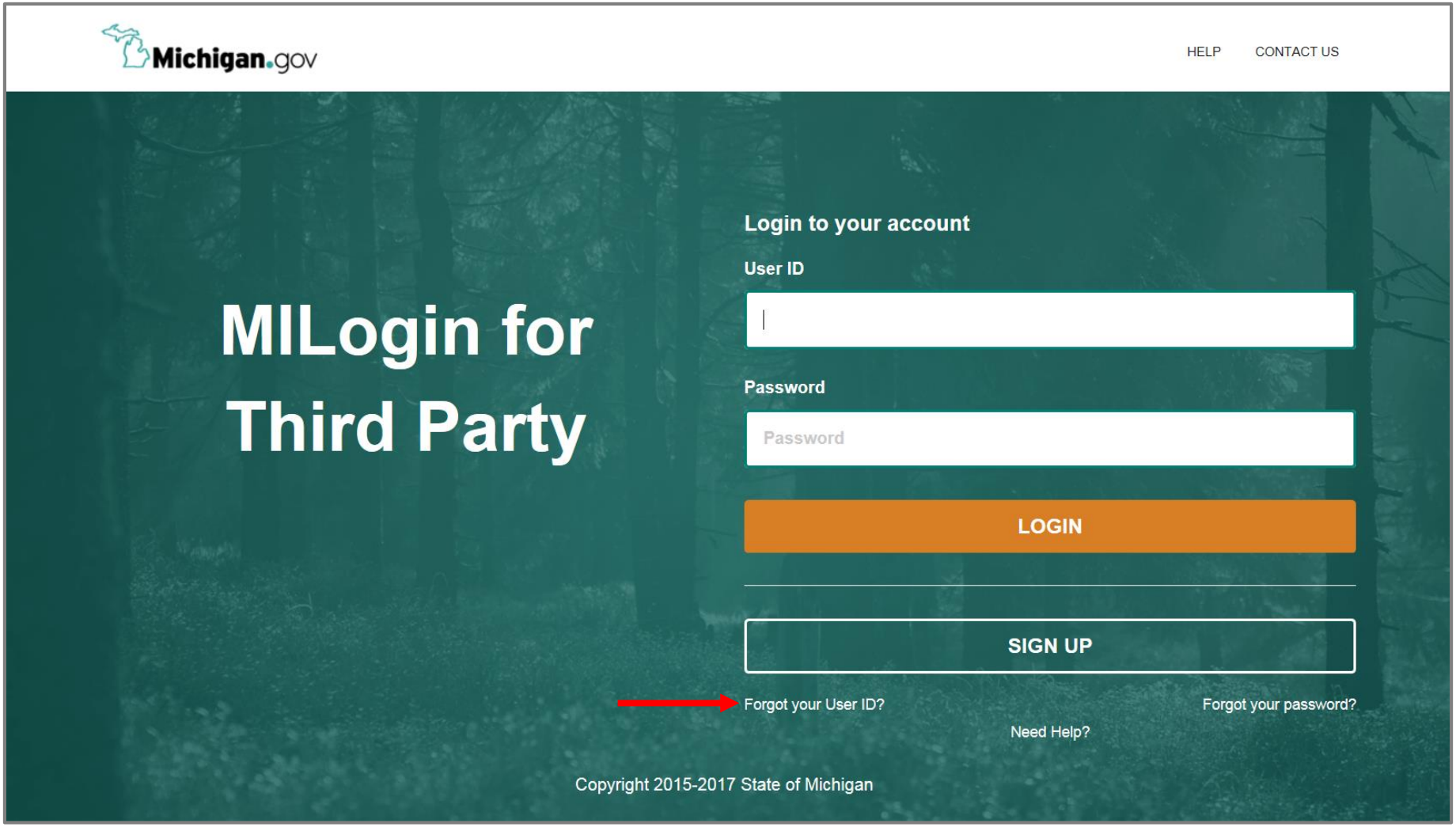


- Enter your user ID and newly created password
- Click Login

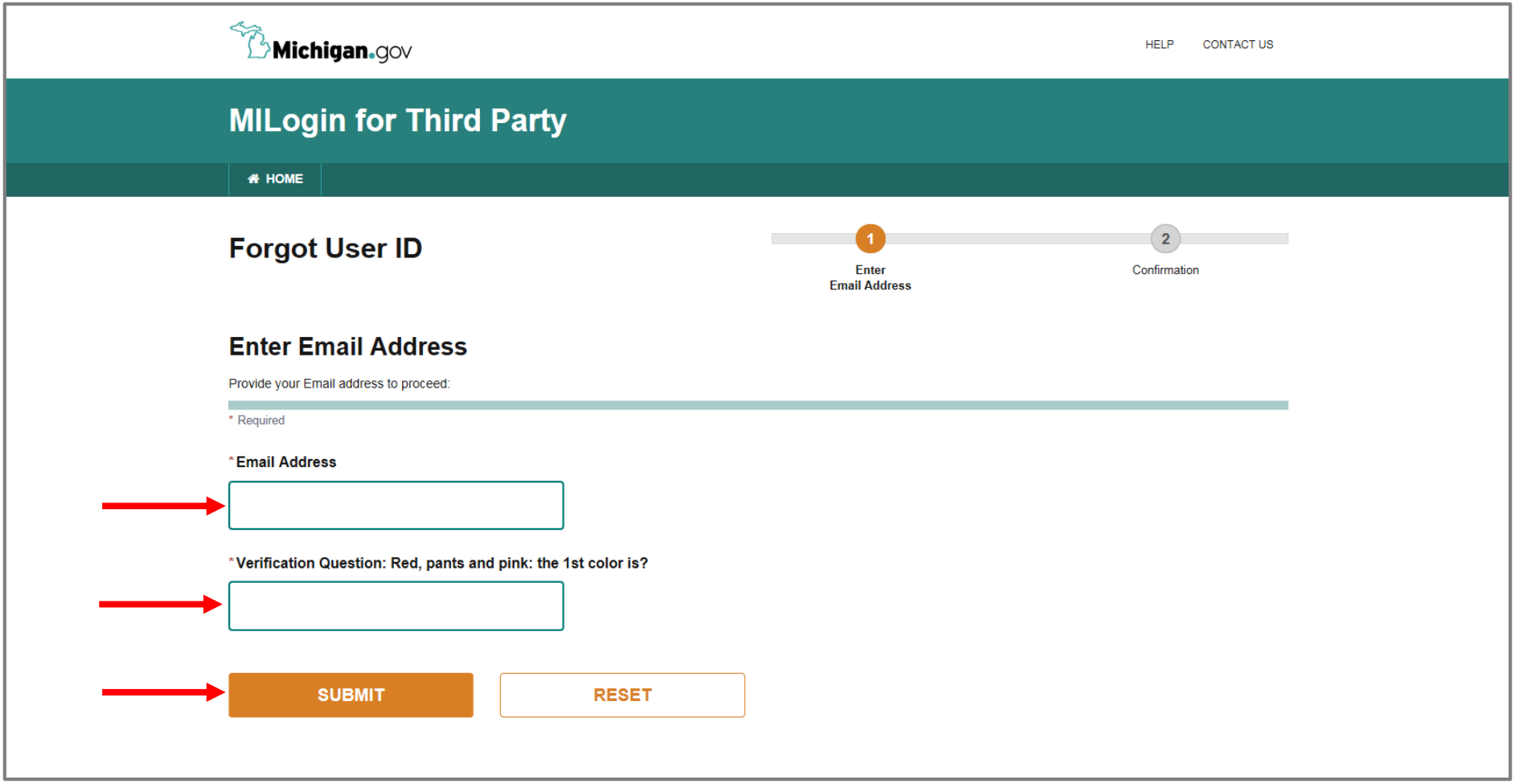


- You will be directed to your MILogin Home Page
- Click CHAMPS

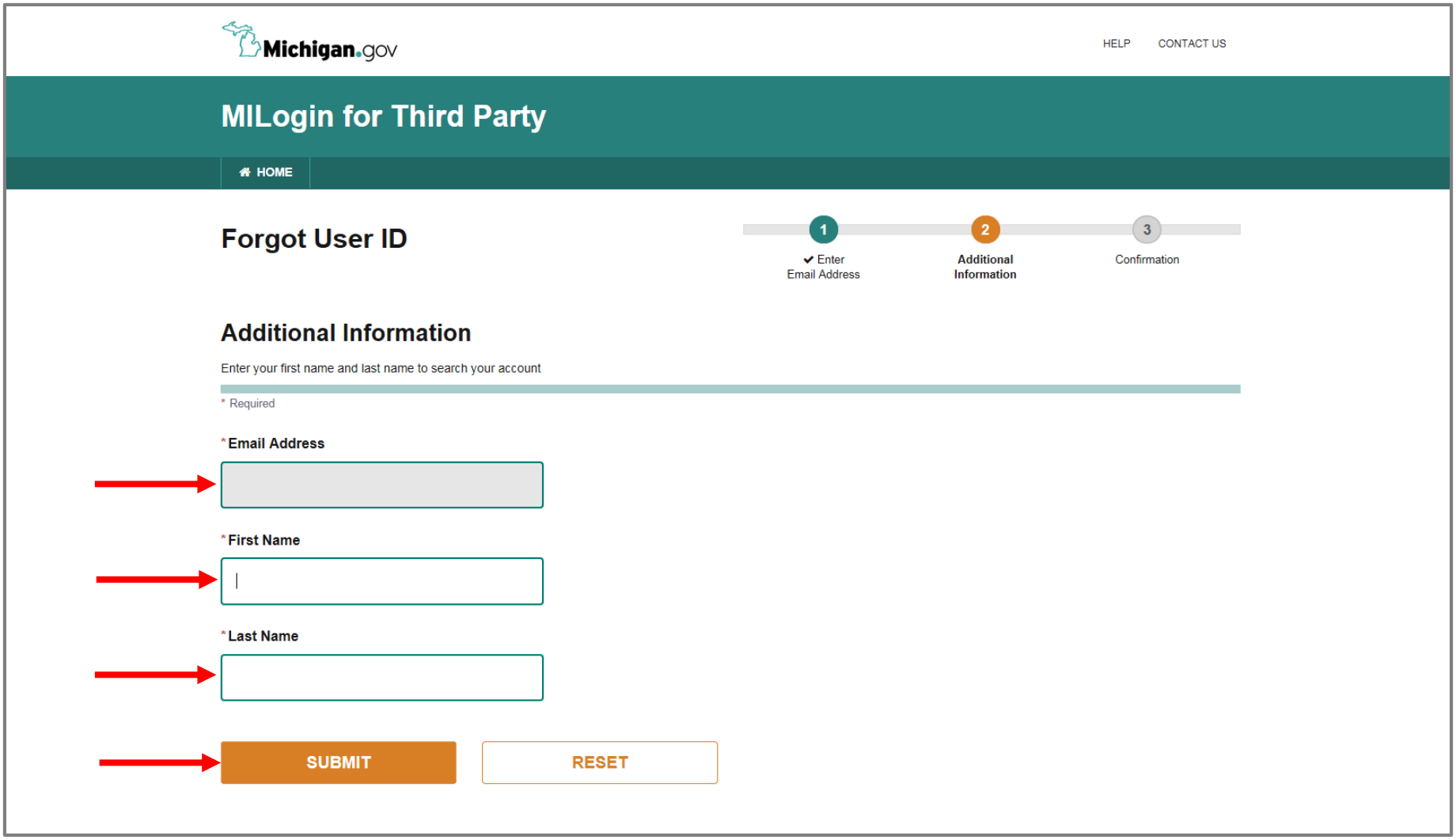
Forgot User Id



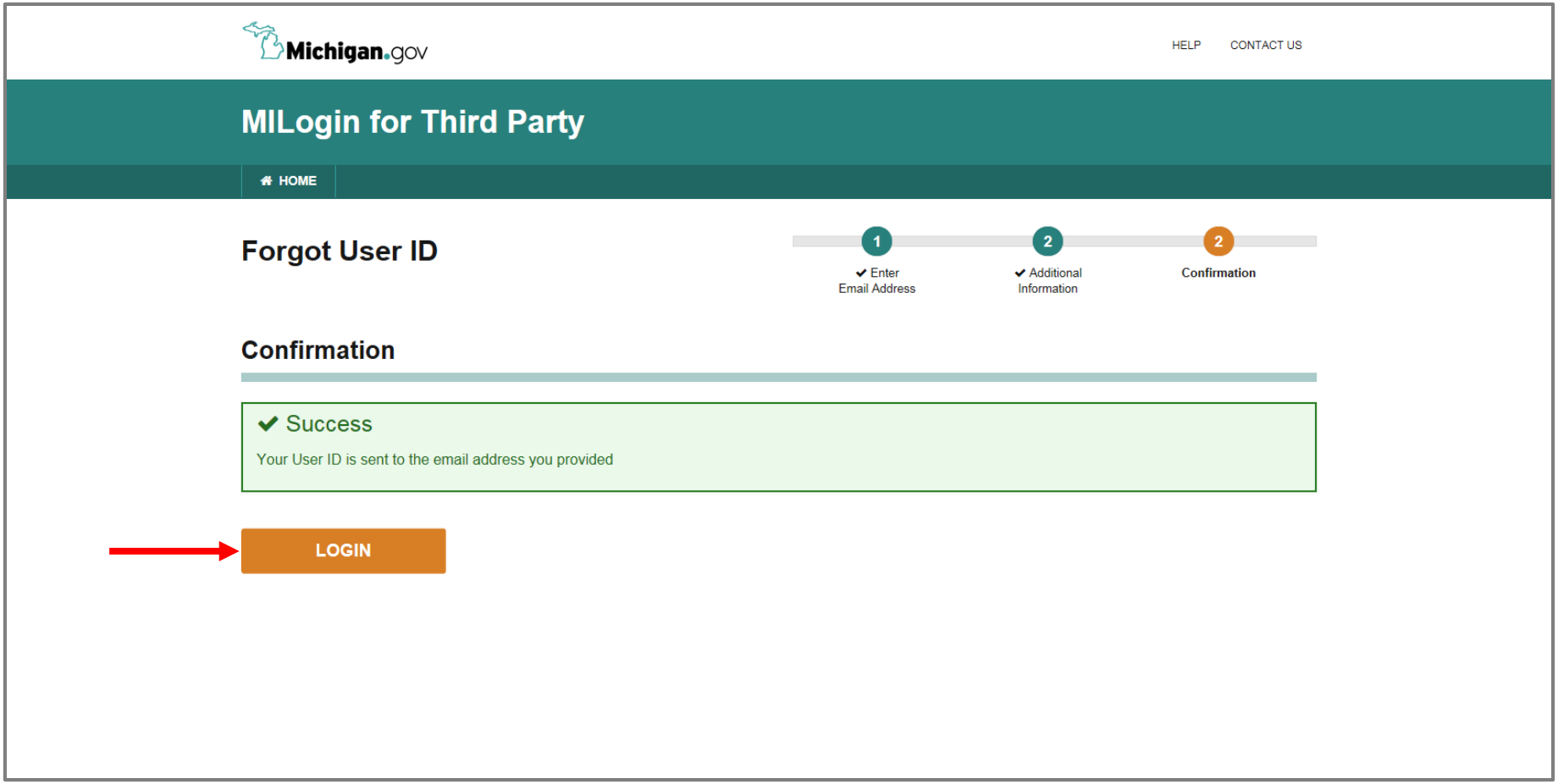
- Open your web browser (e.g. Internet Explorer, Google Chrome, Mozilla Firefox, etc.)
- Enter https://milogintp.Michigan.gov into the search bar
- Click Forgot your User ID?



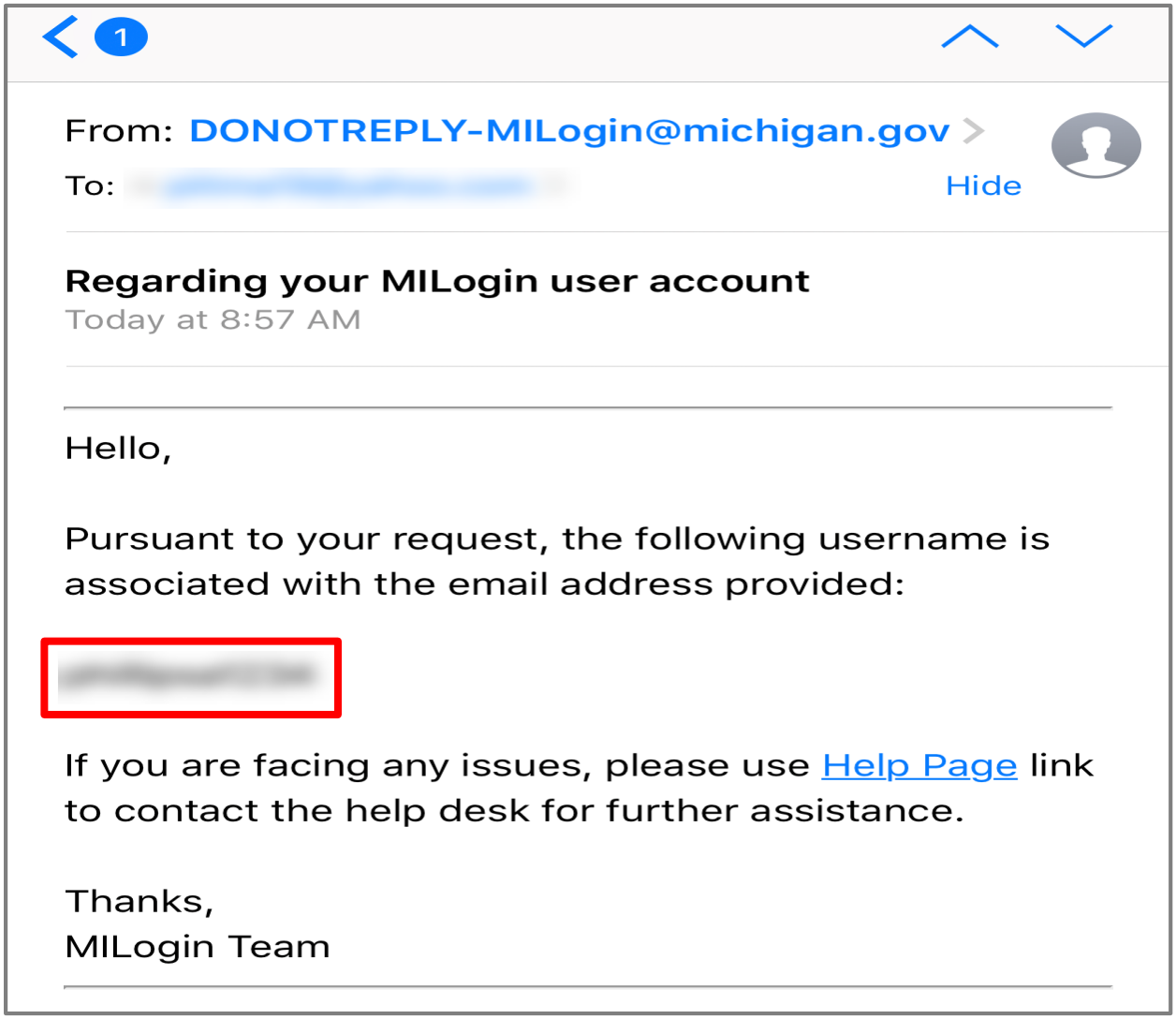
- Enter the email address on file for the MILogin account
- Answer the verification question
- Click Submit



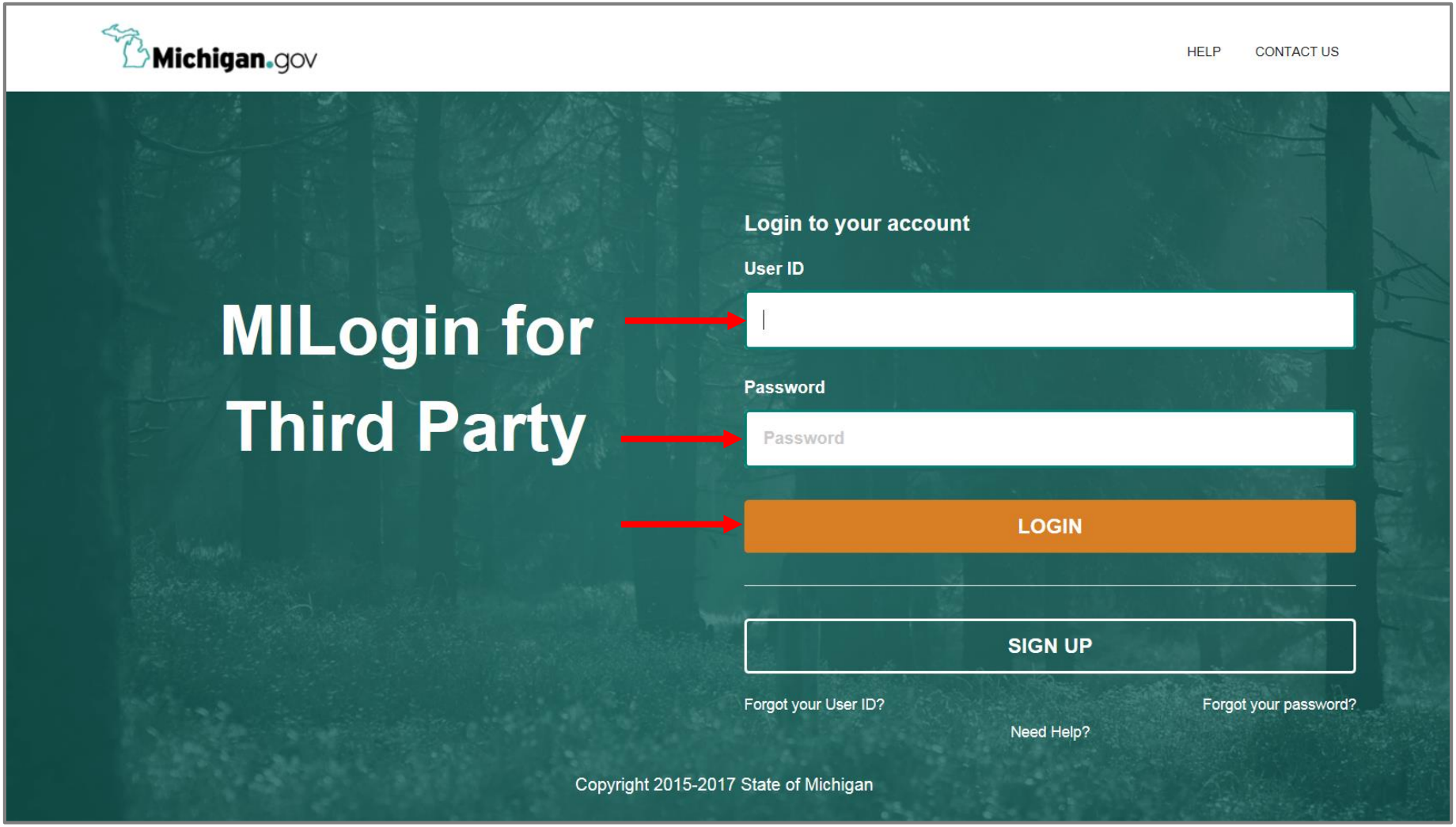
- Enter the First and last name associated to the MILogin account
- Click Submit



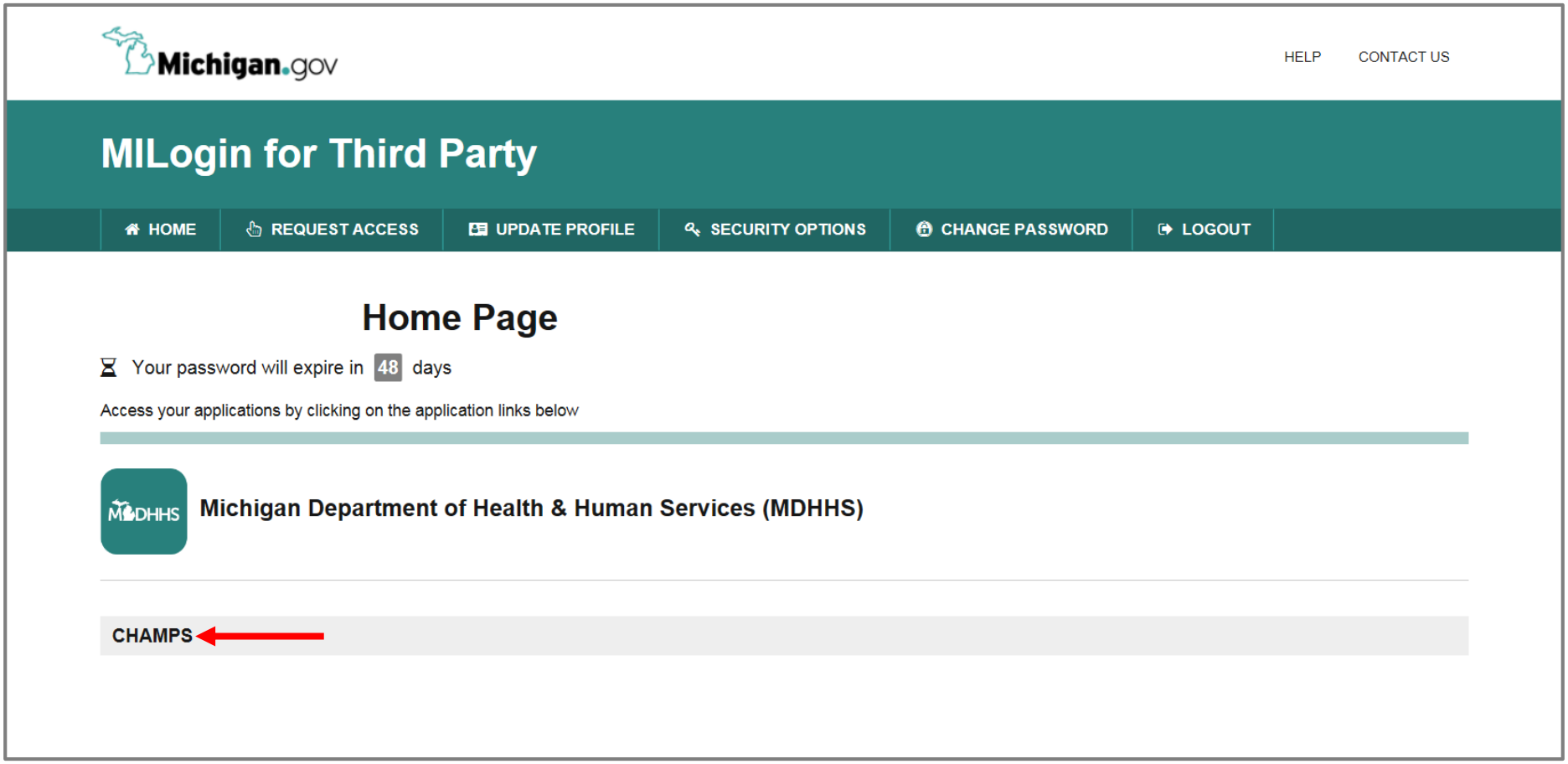
- The user ID will be sent to the email address



- This is a sample email which will include the user ID



- Enter your user ID and password
- Click Login



- You will be directed to your MILogin Home Page
- Click CHAMPS

Home Help Resources

- **Home Help website:** http://w3.michigan.gov/mdhhs/0,5885,7-339-71551_2945_42542_42543_42549_42590-277096--,00.html

- **Atypical Hotline:**
  - ProviderSupport@Michigan.gov or 1-800-979-4662

Thank you for participating in the Home Help Program